

Overview

These terms and conditions apply to all users of this website and boarding services provided by us.

Requirements

Indoor Cats

We only accept indoor desexed cats for boarding with us.

Flea Treatment

Topical spot-on flea treatment is compulsory at arrival.

Age

We accept cats aged above 8 weeks of age for boarding.

Vaccination

In accordance with the Australian Veterinary Association (AVA), all cats lodging at any XMMO Hotel must possess a valid F3 vaccination for the entire duration of their reservation.

Kittens above 8 weeks of age at admission must have received at least 1 vaccination shot covering the duration of stay.

Adult cats must have received the full course of vaccination shots, with the most recent vaccination covering the duration of stay, or have a valid titer antibody blood test result displaying sufficient antibodies of the F3 vaccine.

If your cat is ineligible for vaccination, a veterinarian's note stating the reason for exclusion from the vaccination schedule must be submitted. It must certify your cat fit for boarding for the duration of your cat's stay.

Sterilization

If your cat is above 8 months of age of displaying signs of sexual maturity (ie. marking, spraying), it must be sterilized.

Parasite-Free

These include, but are not limited to fleas, ticks, ear and fur mites, ringworm, coccidia and giardia. We require your cats to have a pipette of spot-on parasite treatment applied at arrival when check in. Accepted brands include Advocate, Broadline, Frontline, Revolution and Revolution Plus.

Health Status

Your cat should be free of illness and injury at the point of check-in. If your cat has recently recovered from illness and/or injury (ie. within the past 30 days), you should obtain a written note from your preferred veterinarian to certify your cat is fit to board at XMMO.

Special Consideration

Acceptance of Veterinarian written note

In some cases, we may accept a written note issued by a Veterinarian, superseding our Boarding Requirements, thereby declaring the cat to be suitable to enter a shared cat boarding facility. These scenarios include:

- The cat being unsuitable to receive a vaccination or booster shot for health/age-related reasons
- The cat having just recovered from an illness, bacterial, viral or fungal infection (etc. ringworm)
- The cat having just recovered from a parasite infestation (etc. fleas, ticks, mites)
- The cat develops skin allergic to topical spot-on preventives (etc. Frontline, Revolution)

Special consideration for kittens

A kitten shall be defined as any cat below 12 months of age.

Kittens below the age of 4 months are often very active, happy to explore new environments and sociable! However, because of their young age, they are prone to falling ill more easily as compared to adult cats.

We always recommend that clients with kittens (defined as below 12 months of age) complete a full vaccination schedule prior to entering our facilities. This can be done at your local veterinarian when they are of:

1. 8 weeks of age
2. 12 weeks of age
3. 16 weeks of age

If your kitten is unable to produce proof of completion of its vaccinations, your veterinarian must provide a written note stating that it is suitable for boarding despite the incomplete vaccination course. Our caretakers may advise that they are confined in their cabins for the duration of their stay for their own health and safety.

Special consideration for senior/geriatric cats

A senior cat shall be defined as any cat above 12 years of age.

Some senior or geriatric cats may have lived most of their lives indoors. At trips to the vet, your veterinarian may have recommended against vaccinating your senior cat.

For senior cats whose veterinarians do not recommend vaccination booster shots, we are happy to accept a written note declaring that your cat is suitable for boarding and compliant with our terms of stay.

General Terms and Conditions

Agreements

Owners guarantee the accuracy of all information provided in the boarding form. By signing this agreement, the owner agrees to all terms and conditions.

Disclosure of Information

XMMO and staffs are not trained veterinary staff. You understand that we are not qualified to interpret medical test results, diagnose cats in our care, or make assumptions regarding their health status unless certified otherwise by a licensed veterinarian and/or as disclosed in writing.

Acceptance of Risk

You understand that bacteria, virus, fungus and parasites can go undetected in cats that do not show signs of active infection or illness, and that it is impossible to rule out the possibility of your cat possessing allergies, underlying, chronic or long-term conditions that remain undiagnosed. While we do our best to ensure the utmost cleanliness of our facility, in engaging our services, you acknowledge that animals are unpredictable and that there is a possibility of death, injury, sickness or illness to the cat, or to another animal or person.

Therefore, as in respect of the services we provide, you waive and release XMMO and its staffs from any and all claims, actions, damages or liability for injury, death, sickness or illness suffered by the cat while in the care of the XMMO or otherwise relating to the care, control, health and/or safety of the cat arising from pick up, transport, drop off and/or stay at or use of our facilities.

Medical Emergencies and Heart Conditions

XMMO Cat Grooming Salon and Boarding prioritizes the health and well-being of all cats in our care. However, some cats may have underlying medical conditions, including undiagnosed heart disease, that can result in sudden health emergencies such as heart attacks.

In the unfortunate event that a cat suffers a fatal heart attack while boarding at XMMO, we will take all reasonable measures to provide emergency assistance. However, XMMO cannot be held liable for any death caused by natural causes, pre-existing medical conditions, or sudden health complications beyond our control.

By signing this agreement, the pet owner acknowledges and accepts that XMMO is not responsible for unforeseen medical emergencies, including fatal heart attacks, that may occur during the stay.

Illness During Boarding

If at any time your pet is found to be ridden with parasites, illness, injury or disease, it will be confined to its lodging premise for treatment. If the condition is determined to be infectious in nature, your pet will have to be relocated, or returned to the owner or the appointed agent.

Medical Treatment During Boarding

In the event that your pet should require medical treatment while in our care, we shall request that you allow our caretakers to a) save your pet at all costs, b) provide medical treatment within a specific budget, or c) do not provide the pet with any medical attention.

All expenses incurred by your pet, including but not limited to transportation costs, grooming and veterinary bills must be paid in full or reimbursed at checkout. Service fees may also apply.

Payments

Full payment during the entire booking period is due at arrival when checking in.

Modification, Cancellation and Refunds

What if I need to amend or cancel my reservation?

Please contact our team for modifications or cancellations pertaining to your reservation. Modifications of your cat's stay including extension can be made free of charge, subject to availability.

For cancellations in peak periods and holiday bookings, the amount paid as deposit is non-refundable.

We do not provide refunds for unstayed days within a reservation when customers shorten their stays.

Abandonment of Cat

The Hotel will attempt to contact the owner or the Responsible Party by telephone and/or in writing using the information provided with the following advice:

- If the pet is not picked up after 3 days of the scheduled check out date, it will be deemed to be abandoned
- The pet may be surrendered to the relevant authorities or re-homed at XMMO's discretion
- The owner may lose ownership of the pet

In this case, XMMO is released from further liability and responsibility for the pet, and the owner remains liable to XMMO for all unpaid charges.

Miscellaneous

The Owner agrees to allow XMMO to use the Pet's name and any images or likeness of his or her pet taken while the pet is at XMMO facility, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.