

CATNAP CAT HOTEL
ACCOMMODATION TERMS & CONDITIONS

1. Customers must truthfully fill out the check-in application form and declare their cat's health status and reason for stay before checking in. When registering for check-in, customers must ensure that their cat is in good health.
2. The hotel's opening hours are from 11:00 am to 8:00 pm, and all surveillance cameras, ventilation and air conditioning systems operate 24 hours a day. Due to the limited number of rooms, we cannot allow customers to select specific rooms. Additionally, we have set fixed check-in and check-out times to facilitate our staff's cleaning of the rooms for the next cat guest. Check-in time is from **3:30pm - 7:00pm**, and check-out time is from **11:30am - 3:00pm**. If the customer needs to check-in before 3:30pm or cannot check-out before 3:00pm, they will need to reserve an extra night's stay before or after their intended stay.
3. Customers must present their cat's **valid vaccination records** before check-in, which means that the stay period must be within the valid date on the vaccination card. **Kittens must have completed three FVRCP vaccinations**, while adult cats must have received a FVRCP booster vaccine. If there is no valid vaccination card provided before check-in, the hotel will not provide boarding services, and the reservation deposit will not be refunded.
4. **Within 30 days** before check-in, customers must **apply flea drops** to their cat and take a photo/video of the process. If no photo/video proof is provided before check-in, customers must purchase flea drops from the hotel during check-in. It is recommended to observe the cat at home for about 7 days after vaccination/flea treatment without bathing/going out.
5. When the cat checks in, our staff will conduct a simple physical examination to confirm whether there are any wounds or abnormalities on the cat's body.
6. Customers must not conceal their cat's illness and condition. The hotel will not provide boarding services to any cats with **long-term illnesses**, and the reservation deposit will not be refunded. If the cat's illness requires long-term care or has fatal risk, customers must choose a veterinary clinic with 24-hour care services for boarding.
7. For the health of all cat guests, if we find any **infectious diseases** such as fleas, ringworm or cat flu during check-in or after, the hotel will not provide boarding services. Customers must arrange to check out on the same day, and the reservation deposit will not be refunded. If other cats are infected due to this situation, compensation will be sought.
8. If customers require additional services such as medication, eye drops, combing, ear cleaning or nail trimming, they must request it when registering for check-in. The staff will decide to do the services or not based on the cat's condition; to avoid the cat

being frightened by strangers touching them, and the hotel reserves the right not to provide the above services.

9. Cat grooming services exclusive for hotel guests must be booked together with the boarding service. To ensure smooth operation and to protect other cats, we currently do not accept cats with flea infestations or skin diseases. In order to maintain service quality and prevent unnecessary harm to both parties, cats with aggressive behavior, illnesses, and other conditions must be evaluated by the groomer before deciding whether to proceed with grooming. Owners are required to inform us truthfully about their cats' conditions in advance.
10. When reserving a room, customers must prepay the **full room rate** as a deposit. If the deposit is not paid within **3 days** after the reservation order is made, the company reserves the right to cancel the customer's reserved room without further notice.
11. If customers request to cancel or make any changes to the reservation after booking, the company will calculate the deducted fees as follows: If the notice date is 7 days or more before check-in, a **5%** administrative fee will be charged. If the notice date is within 7 days before check-in, the paid fees will **not be refunded**.
12. All early check-outs or customers who fail to arrive on schedule will be considered as automatic forfeit, and those reserved hotel nights will be automatically cancelled without any refund.
13. The company reserves the right to accept/cancel/change reservations, and the hotel prices are for reference only. The company is not obligated to notify customers of any changes made on the reservations and the hotel prices.
14. The hotel will take photos and videos of the cats during the boarding period for advertising purposes and share them on social media anytime without further notice.
15. The visiting hours are from **2:00 - 7:00 pm**, and the maximum time for visiting is **30 minutes**. Customers must make an appointment one day in advance, and the company reserves the right to change the visiting hours without prior notice.
16. Customers must provide enough food for their cats during the boarding period, and the hotel will not provide any food without the owner's permission. The hotel will provide drinking water for the cats and replace it daily.
17. If the cat is unwell during the stay, the company will notify the customer or emergency contact person listed on the application form, the customer should arrange for the cat's medical treatment during the hotel's opening hours. If requested or agreed by the customer, our staff may make an appointment for the on-site veterinarian to visit the hotel for the cat's medical treatment. If the company fails to notify the customer or emergency contact person for any reason, the company is not liable for any legal responsibility or monetary compensation.

18. If the customer requests the company staff to take the cat to the veterinary clinic, our staff will make decisions based on the store situation. The staff may take the cat to the clinic for treatment without notifying the customer or emergency contact person if the cat's condition requires immediate attention. The service charge for the above situation is \$500, and the customer must pay all the fees, including but not limited to accompanying fees, transportation fees, and any medical expenses. If the cat's condition worsens or dies on the way to the veterinary clinic, the company is not liable for any legal responsibility or monetary compensation.
19. If the cat passes away during the stay, the hotel will try its best to contact the customer or emergency contact person. If the customer cannot be contacted in time, the company will handle the end-of-life service first, and the customer is responsible for paying all related expenses.
20. Customers must assume all risks during the cat's stay. The company is not liable for any legal responsibility or monetary compensation for any injury, loss, pregnancy, illness, or even death.
21. Customers or authorised pick-up persons must handle the check-out procedure for the cat and leave the hotel. The company will not be held accountable for any issues after the cat leaves the hotel.
22. When the cat leaves the Cat Hotel and returns home, please be reminded of the following: use a container/pet carrier suitable for the cat's size; choose a safe mode of transportation that can bring the cat home in the shortest possible time; pay attention to the cat's reactions during transportation, maintain air circulation, and avoid excessively cold or hot temperatures.
23. After 30 days have passed since the scheduled boarding end date, if the cat has not been picked up and if we have not received any response or renewal fee from the customer or emergency contact person, we will consider it as abandonment of the cat's care and ownership. Our company will then look for suitable individuals to adopt the cat.
24. Customers must read and agree to the "Catnap Cat Hotel Accommodation Terms and Conditions" before making a reservation and sign it when both checking in and out. The company reserves the right to modify/replace/delete any clauses in the accommodation terms or establish new clauses at any time without prior notice.