



## Bookings & Payments



### Making a reservation

You can reach us anytime on **WhatsApp at +65 8511 9589**. We're here to assist you with any questions or to help you book your kitty's stay!



### What is your mode of payment and payment terms / process like

Going Cashless!

We're all about convenience — our payments are cashless! Customers can make payments via PayNow transfer using our company's **UEN number: 202349403K**. It's quick, easy, and secure!



### How do i know if my reservation is confirmed

Once you've made your payment to our UEN number, 202349403K, one of our team members will reach out to you via WhatsApp within the next 72 hours to assist you with the onboarding process. You'll also receive an WhatsApp containing the boarding agreement and our terms and conditions for your review and acknowledgement. We're here to make everything smooth and easy!



### I need to cancel or amend my reservation

You can cancel your booking up to 7 days before your arrival date. Please note that there are no refunds for voluntary or involuntary, partial, or incomplete stays at Cat Connoisseur Hotel, and early checkouts are also non-refundable, regardless of the reason.

If your cat is deemed unsuitable for boarding prior to or within 7 days of your scheduled check-in, we will provide a full refund. All refunds are issued as credits for future use at Cat Connoisseur Hotel.

However, if your cat is found unsuitable for boarding at the time of check-in, only 50% of the total payment will be refunded as credits. We appreciate your cooperation in ensuring that your cat meets our boarding requirements!