



Cat Connoisseur's Hotel



About Cat Connoisseurs' Hotel

1. What are your operating hours?

Cat Connoisseur's Hotel operates strictly on an appointment basis, ensuring every furbaby gets the royal treatment they deserve! Appointments are available daily from 11:00am, with the last slot at 5:00pm. To secure your spot, simply WhatsApp us at **+65 8511 9589** in advance!

If you need to check in after 5:00pm, a late check-in fee of 8:00pm will apply. We appreciate your understanding as we strive to keep our schedule running smoothly!



2. Are you open on public holidays?

Open 365 Days a Year! We're here for you and your furry friends every day of the year, strictly by appointment only! Our hours run from 11:00 am to 5:00pm, with the last appointment available based on slot availability.

To ensure you get your preferred time, please WhatsApp us at **+65 8511 9589** in advance to book your appointment.

We can't wait to welcome you and your kitty!

Boarding Specifications



1. Late Check In After 5:00 pm

If you need to check in after 5:00pm, a late check-in fee of 8:00pm will apply. We appreciate your understanding as we strive to keep our schedule running smoothly!

2. Visiting of your furbaby during boarding

To keep things peaceful and cozy, visitation is unavailable from Friday through Sunday and on Public Holidays. We appreciate your understanding as we ensure a calm environment for all our hotel guests!

3. Eligibility to board



Vaccinations

To board our hotel, all furbabies must have a valid vaccination (within the year). Plus, your furbaby should be at least 16 weeks old and have received a minimum of 3 vaccinations before they can be admitted. We're all about keeping our guests healthy and happy!



Sterilisation

To ensure a harmonious stay, we require all furbabies to be sterilized and at least four months old. Please provide us with a copy of your furbaby's sterilization certificate before their boarding stay. It's just one more way we keep our guests happy and healthy!



External / Internal parasites prevention

To keep our guests happy and healthy, all furbabies must be protected against external parasites. This means they'll need to be dewormed at our premises. You're welcome to bring your own external deworming medication, like Revolution, Revolution Plus, or Advocate. If you'd prefer, we also offer Revolution or Revolution Plus for just \$15.00 per application per cat. Let's keep those pesky parasites at bay!



FIV / FeLV Testing

To ensure the health and safety of all our guests, every furbaby must have a negative FIV/FeLV test result within 12 months of their boarding date. Please send us a copy of the test result before admission. Together, we can keep our kitty community thriving!



Check-in Physical Examination

At check-in, we conduct a thorough physical examination to ensure your furbaby is in tip-top shape and free from any signs of infectious diseases, infections, or parasites. If any concerns arise, we may need to decline admission to protect the health of all our guests.



Terms & Conditions

Reservation

To ensure you snag your preferred dates and suite, please make your reservations and full payment at least 3 days prior to your intended boarding date. We want to make sure your furbaby gets the purr-fect spot for their stay!

Rejection at Check-in

If a furbaby doesn't meet our boarding requirements, they won't be able to check in until any issues are resolved on the spot. In such cases, we will provide a 50% refund in credits for future use. We appreciate your understanding as we prioritize the well-being of all our guests!

Complimentary Services and Amenities

At our hotel, we pamper our guests with a range of complimentary services and amenities! Enjoy private play and exercise areas, daily updates, interactive playtime, maintenance grooming, and thorough housekeeping and disinfection services. We're all about keeping your furbabies happy and comfortable during their stay!

Cats with Behavioral Concerns

To ensure the safety and comfort of our staff and guests, furbabies with known aggression or fractious behavior are required to schedule an in-person assessment at the hotel. We appreciate your understanding as we work to create a safe and welcoming environment for everyone!

Modifications, Cancellations, and Refunds

We want to make things easy for you! For cancellations made at least 7 days prior to admission, we offer a 50% refund (based on the total amount paid) in credits. Please keep in mind that no-shows are not eligible for a refund. If you need to modify your furbaby's Hotel Agreement, just let us know at least 7 days in advance. Unfortunately, any changes made within 24 hours of your scheduled boarding time cannot be accepted or refunded. Thank you for your cooperation and understanding