



CAT'S CRADLE
10031 IDLEWILD RD.
MATTHEWS, NC 28105
(704)771-6052

POLICIES

BOOKING A SUITE AT CATS CRADLE

- Any stays 1 week or longer require 5 days notice prior to your arrival for cancellation or you are responsible for 50% of the entire fee.
- No future bookings will be taken until cancellation fees are paid in full.
- Any changes to shorten the stay that has not been given at time of drop off is subject to the entire amount agreed upon.
- All bookings over 14 days require a 50% deposit
- All bookings that are for a long weekend, major school holiday or major holiday and the months of June, July and August require a 50% deposit. This deposit is non refundable if the reservation is cancelled less than 2 weeks before drop off.

DROP-OFF & PICK-UP

- Cats Cradle is open **by appointment only**. Please call at least **1 hour** before arrival.
- We are open 7 days a week from 7 am to 6:30 pm.

HEALTH REQUIREMENTS

Cats Cradle has the right to refuse any cat that shows signs of upper respiratory illness –runny nose, sneezing or coughing, unless accompanied by a written note of explanation by a vet.

For the safety of all our guests Cats Cradle requires proof of current vaccinations administered at least 10 days in advance of boarding:

- Distemper
- Rabies
- FVRCP (Upper Respiratory vaccine)
- Required proof of current feline leukemia vaccine for indoor/outdoor cats
- Negative for Feline Lukemia

All guests must be flea and tick free.

Nails must be trimmed.

All cats 6 months or older must be spayed or neutered.

SAFETY

- All cats must arrive in a carrier that remains at the kennel.
- We do not allow cats from different households to mingle in an attempt to prevent injury or any spread of illness.
- All kennel surfaces are thoroughly disinfected between guests as are the litter boxes and scoops.
- Food dishes are washed and disinfected daily.
- We use a non-clay based litter – all natural walnut shell litter / corn mix.
- Kennel is sound-monitored 24 hrs. a day.

WHAT TO BRING

Current medical records showing proof of vaccines.

All medications and medical supplies must be provided. *(if diabetic supply 1 needle/injection)*

Please supply your pet's regular dry and wet food and any treats to ensure that their diet remains constant.

Feel free to bring any items that might make your kitty more comfortable, however if needed, we do provide beds, bowls, toys, blankets and towels.