




CHANTEL 

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www.pretoriacatlodge.co.za 

Frequently Asked Questions

Q: Can I visit your cattery prior to boarding?

A: Can I visit your cattery prior to boarding? Certainly – it will be less stressful for you when you are able to see where your cat will stay.

Q: I have never used a cattery before and not sure if it will be ok for my cat(s).

A: Lots of our customers have never used a cattery before often because they have never found one they are happy with. We have lots of ‘first timers’ – from small cats to very elderly cats and they usually settle very well with the proper care and attention. We also have a high level of returning customers, and get a lot of referrals from a number of vet groups in and around Pretoria. A lot of customers come to us through ‘word of mouth’ recommendations and of course through google and actively advertising on Facebook. There are many reasons for people to need to use a cattery and we are always happy to discuss any individual situations and to offer advice to customers without obligation. We also strongly encourage new or prospective customers to come and look around the cattery so that they can see the facilities and serene surroundings that we offer. It also provides a chance for them to meet us and to chat about their cat’s needs.

Q: My kitten is full of energy and used to running around and playing. I’m worried he/she will get bored in a cattery while I’m away.

A: Most kittens settle really quickly and we always pay particular attention to them to ensure they have plenty to do.

Q: My cat is used to being very warm and cosy at home. How will he/she cope with staying at Pretoria Cat Lodge?

A: We provide warm blankets, pillows, and enclosed cat boxes. In addition, there are many nooks and crannies within our Cattery that provide warmth and protection from the cold.

Q: I am anxious about leaving my cat as I have never done this before. I can't bear the thought of him/her not settling and not knowing if he/she will be ok.

A: We can also use a Feliway spray or plug-in diffuser for your cat which can help too. We are more than happy to keep you updated by telephone/whatsapp as often as you need. The more information we have about your cat's likes/ dislikes/ habits the easier it will be for us to make sure that they settle and are happy. All cats have different personalities and therefore each one will become settled in his/ her own way. Some cats are bold and will settle instantly even if they have never been away from home before. We recommend an item be sent which smells like home (t-shirt, pillow case, favourite blanket)

Q: Do I need to bring my cats food with me?

A: We feed the cats staying with us Royal Canin dry food. You are welcome to send wet food and treats or any special diet items.

Q: What vaccinations does my cat need to have?

A: Regulations stipulate that all cats boarding in a cattery must have a valid certificate for cat flu (feline herpesvirus and feline calicivirus) and feline enteritis (feline panleukopenia virus). Some vets also use additional vaccinations against feline chlamydiosis and feline leukaemia virus. These additional vaccinations is essential for cattery boarding as the cats will have contact with other cats during their stay. Prior to check in (you can bring it with you) we'll need a copy of your up to date vet records with proof of vaccination for Rabies & Distemper(FVRCP). We also check vet records to ensure all cats are spayed/neutered if over the age of 6 months. Should your cat present with sneezing, runny eyes or wheezing at check in you will not be permitted admittance. For obvious reasons we can not expose our other guests to a possible respiratory virus. Please be considerate of our other boarders & our business – if you think you're cat has any of the aforementioned symptoms, board with your vet or in-home pet sitter. Vaccinations should have been done at least two weeks before arrival at the cattery. If they are done less than a week there is a risk that your cat's immunity levels may be low and they may not be fully protected against infection. We regret that we will not accept any cat into the cattery if they have never been vaccinated.

Q: What happens if my cat/s is taken ill during a stay at your cattery?

A: We always take full contact details of your cat's vet at the time of booking just in case anything happens while you are away. We also request as much detail as possible of any past and current medical conditions. In the event of any illness we always make every effort to contact you to keep you informed of what is happening. If your cat is ill we prefer where possible to take the cat to his/ her usual vet. This is because the vet has the full medical history particularly in long term conditions and also because we know you have full faith in the vet you have chosen. Our own local vet is also on hand to attend any emergency at the cattery if needed.

Q: What about long-term boarding?

A: We will discuss a discount for boarding longer than a month.

Q: How do I make a reservation?

A: You can send us a whatsapp message on [082 495 7977](https://www.whatsapp.com/channel/00299800000000000000) with the dates you need so we can check availability. You will need to fill out our booking forms prior to your arrival to

our cat lodge. Accommodation will only be guaranteed once paperwork is submitted and approved.

Q: What about appointments?

A: All pick up and drop offs are by appointment only. We do limit our appointment hours as our number one priority is caring for the cats in our care.

Q: How should I transport my cat?

A: Please ensure you use a proper pet carrier. We are happy to store it for you during your holiday so it's ready for you at collection time. Remember to mark it clearly with your full name. Please do not bring your cat to our cattery in a cardboard box or carry your pet in your arms just in case they accidentally escape.

Q: What if I am delayed or I want to extend my holiday?

A: Please contact us as soon as possible if you decide to enjoy a few extra days vacation. In all cases we will do our best to accommodate your cat for the additional time you are away but, of course, this will be subject to availability. Any additional fees will be charged upon collection of your cat.

Q: My cat has never stayed in a cat lodge before. Should I be worried?

A: Cats are very adaptable by nature and in the majority of cases they settle very quickly to their new surroundings. As long as they have a comfy bed, good food, water and lots of love they are perfectly happy. We take pride in being able to make your cat's stay in the hotel as comfortable and as happy as possible.

Q: What is there for my cat to do?

A: We want all our guests to thoroughly enjoy their vacation with us. A soft bed, delicious food and five star service is all part of the package but we also believe that play time and chalet enrichment is important too! A range of specialist cat toys are regularly made available to our guests to ensure your pet enjoys an exciting and fun filled holiday!

Q: Can I stay with my cat while they settle in?

A: We do not encourage it as it will only get your cat agitated.

Q: My cat only uses the out of doors as a litter box. Will he adapt to the litter box you provide?

A: Yes. We have never had a cat have any trouble with this. They understand right away.

