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### Arrivals and Departures Policy

- (a) The Cat Owner must only deliver and collect their cat within the reception hours advised by RSPCA WA. All cats must be contained in a secure carrier at all times when being delivered and collected from RSPCA WA's Cat Boarding Facility (the Facility).
- (b) With the exception of an initial inspection, entry into the boarding area at the Facility is restricted to RSPCA WA staff only and the Cat Owner must not enter the boarding area unless accompanied by an RSPCA WA staff member.
- (c) If the Cat Owner wishes to collect their cat prior to the scheduled departure date set out in the Details the Cat Owner must give RSPCA WA at least 24-hours prior notice.
- (d) The Cat Owner must notify RSPCA WA if their cat is to be dropped off or collected by someone other than the Cat Owner, otherwise RSPCA WA will not accept or release the cat from or to a person other than the Cat Owner.

This policy must be read in conjunction with the RSPCA WA Cat Boarding Terms and Conditions, and RSPCA Cat Boarding Special Requirements and Medication Policy. Please refer to those documents on our website at [rspcacatboarding.com.au](https://rspcacatboarding.com.au).