

Diet

At Cooinda Cat Resort we serve a wide range of quality dry, wet and fresh foods. We like to keep our guests diet the same as they receive at home so on checking in we ask that you provide us with information on their usual menu and eating habits. All food is included in the daily rate at Cooinda. The only exception to this is if your cat is on a prescription diet – you will need to supply these specialty foods. If you are unsure then please don't hesitate to ask.

Requirements

As per the Victorian Boarding Codes all cats are required to have their F3, F4 or F5 vaccination up to date before checking in. If your cat's vaccinations expire while at Cooinda we can make arrangements for these to be updated. If your cat needs to be vaccinated before arriving we do prefer that this is given 2 weeks before arriving. You must present your vaccination certificate on check-in.

Vet Treatment

With a Vet on 24 hour call, should your furry friend need Veterinary attention they will be well cared for. Our first contact is with your Vet however should they not be available we will contact our Vet. Any treatment will be at the cost of owners – should you have specific instructions re Veterinary care you can leave these with us. For any serious &/or costly treatment you or your emergency contact will be contacted prior to commencement of treatment.

Medications

Medications can be administered for a small additional charge should your cat require them. Cooinda Cat Resort is a Flea Free environment and we would love to keep it that way. If your feline friend requires flea or worming treatments while here they will be treated for a minimal charge. If they are on a scheduled treatment then you can leave this with us for application at the appropriate date.

Inspection Times

Not all catteries are the same – we encourage you to visit us and take a tour. Tour times are listed below – the tour takes approx. 25 minutes.

Tour Times – Off Peak Periods Only:

Mon, Tue, Thur & Fri – 10am – 4pm – no appointment necessary

Sun – 1pm – 4pm – appointment required

Wed & Sat – no tours available

Tours are not available during peak periods to reduce stress on our guests.

Check-in & Check-out Times

All guests at Cooinda are welcome to arrive and depart anytime during our office hours. The boarding rates are charged per calendar day and as such you pay for the day of arrival, day of departure and all days in between.

We do ask that all guests arrive in a secure and safe animal carrier. We cannot accept responsibility for any cats that arrive without or in an unsafe carry cage. Cats can be easily frightened and we don't want a visitor stressed unnecessarily. If you need to borrow a carry cage then please contact us. We also have secure, long lasting carriers for sale at reasonable prices.

Business Hours

Monday, Tuesday, Thursday & Friday	9am – 5pm
Saturday	9am – 12 noon
Sunday	1pm – 4pm
Wednesday	CLOSED

Our office is CLOSED for checking-in and checking-out on selected public holiday weekends so please contact us or check the website for our office hours during these times.

We are available outside of these times for emergencies only – please call and leave a message on our answering machine should you have an emergency situation.



65 Barretts Rd Langwarrin South – Mel Map 107 F1

Rates

To get the up to date rate for your cats stay at Cooinda Cat Resort please contact us.

Our rates include all Food, Bedding and the GST. There is no discount for supplying your own food however we do not charge extra for this service.

We do offer long stay discounts for extended stays – please speak to us and we can provide you with a quote.



Club Med for Cats



CAT ONLY HOLIDAY RESORT

As Featured on "Talk to the Animals"

65 Barretts Rd, Langwarrin South
Mel Map 107 F1
(03) 5971 1395

www.cooindacatresort.com.au

At Cooinda Cat Resort we pride ourselves on caring for our guests as if they were our own furry family. When your feline family member checks-in at Cooinda Cat Resort they become a part of our family.



At Cooinda Cat Resort relaxation is the order of the day

With over 30 years experience in caring for cats we have developed a facility we believe is outstanding – and our customers agree. With over 90% of our new customers coming to us from existing customers recommendation and Vet referral we feel very privileged to be able to do what we love and be great at it.

At Cooinda Cat Resort relaxation is the order of the day – for our guests that is. With 30 years experience we know that not all cats are the same. Recognising this has led to the creation of a boarding facility unlike any other in Victoria. While many have tried to imitate the facilities at Cooinda, no one has the choice that Cooinda Cat Resort offers. With many different styles of pet apartments – all walk in size with their own exercise yards – we can cater for the very young to the very old, from the most exotic breeds to our beautiful domestic friends. Whether they stay in the Fernery, or in one of our sunny indoor buildings with large windows, they all have their own exercise yards for a relaxing holiday. Come and have a look and you will see what we mean.

Set on 5 rural acres, the surrounds at Cooinda Cat Resort create a relaxing environment. With lots of birdlife to watch, gardens to play in and sun to bask in, your furry friend may not want to come home!

All guests have their own inside and outside enclosure and at no time are they mixed with any other cats. We do also have a number of family sized enclosures for those who have more than one furry family member.

At Cooinda Cat Resort cleanliness is also a concern. All our guests' enclosures are thoroughly cleaned daily along with their litter trays and feeding bowls. We also have an isolation area should it be required.

The Ultimate in Cat Care

Booking Requirements

At Cooinda Cat Resort your feline friend can visit with us for a long or short depending on your needs. Holidays are not the only reason our guests visit with us. A stay can be as short as one day or could last for a number of years. Renovations, extended travel and moving home are just a number of other reasons why guests come to visit at Cooinda. Cooinda has minimum stay periods at Easter and Christmas/New Year holidays at which time a non refundable deposit is also required. Please book carefully during these busy periods as you will have to pay for the days you book, not used should you return early. Please contact our office to understand our minimum stay and deposits policy.

Kitty Kab – Domestic, Interstate & International

Kitty Kab is our pick up and delivery service. You may have issues with transport or a busy schedule – ask us when the Kitty Kab is in your area. Should you be moving interstate or overseas we can also help you to understand the issues around travel for your furry friend.



At Cooinda Cat Resort your pets holiday is our number 1 priority. We understand that you may have time or transportation constraints and so we are happy to offer the Kitty Kab Pick Up & Delivery Service.

Pick-ups

When booking your cat in you will be given an approximate pick up time. Our professional driver will arrive to pick up your feline friend – please advise us when booking if you require the use of one of our carry cages. Cats will only be transported in secure carry cages – for the safety of the cat and the driver. We can provide carry cages at no extra charge when using the Kitty Kab service.

Drop-offs

Before we deliver your cat home you MUST call to confirm you have arrived home. The Kitty Kab WILL NOT deliver home without this confirmation. As you can appreciate most cats do not enjoy travel and to avoid them having an unnecessary trip we do require that you call and let us know you are home and ready to welcome home your kitty. If you call after hours then please leave a message on our answering machine with your name, the cats name and confirmation you would like your cat delivered home. Our answering has a message with our business hours – if you do not get this message then please check you have dialed the correct phone number.

Local transport (within a 10km radius) is available everyday excluding Sundays. Please contact us to see if you are in the local area and what the current Kitty Kab rates are for your suburb.

For emergencies outside of these hours please contact us.

During peak periods (eg Easter, Christmas/New Year & Public Holidays) the Kitty Kab days maybe extended – please contact our office for more information.

After-hours – please leave a message on our answering machine with:

- Your Surname
- Your Cats Name
- Your Phone Number
- Any Message you would like to leave

Thank you for your custom.

We appreciate all feedback so please don't hesitate to contact us.



How to avoid the Frankston Traffic

If you are planning to bring your dogs or cats for their holiday via the Frankston Freeway then you may want to avoid the bottle neck that presently is the Frankston intersection.

This is particularly important after 3:30pm any day or on public holiday / long weekends when lots of people are heading down the peninsula.

Where possible you want to exit at the **Frankston North Exit** – once you pass this exit you are stuck and you will have to sit it out.

If you take the Frankston North Exit you will come off the Freeway and drive straight ahead to take the Skye Rd Exit.

Don't speed on Skye Rd – the speed limit is 60k's and there is **always cameras on this road.**

Take Skye Rd right to the end and turn right at the round-about.

Go straight ahead through two sets of traffic lights

FOR THE CATTERY – at the round-about turn left into Robinsons Rd Barretts Rd is first road on the right and the cattery is around the first bend

FOR THE KENNELS – go straight at the round-about. This now turns into Fulton Rd so follow this right to the end and turn right into Baxter-Tooradin Rd. You can now follow the directions from point 5 of how to get to Dogs County Club from Cooinda.

"What to Look For" when choosing a Cattery

Just like cats – not all catteries are the same. There are many things to consider when choosing an establishment to look after your beloved furry family member.

Many people have separation anxiety even thinking about boarding their Kitty. We can help you to reduce this anxiety by helping you to find the right place to care for them. Visiting the boarding facility before you book is a great idea, however if you don't have the time a phone conversation with some detailed questions can help you to understand where your kitty will be holidaying. Price alone is not always the best criteria for choosing a cattery.

This is just a little check list to help you ask the right questions when researching where is the best place to leave your furry friend.

Location, Location, Location

Just like choosing your own accommodation you may want to consider the position of the cattery caring for your cat.

Is it on a main road, lots of road traffic and pollution?

Is it in a suburban or inner city area – not allowing your cats to get out into the fresh air?

A relaxing and calm environment is the key to reducing the stress levels for your cat while away from home.

Accessibility

Is the boarding facility easily accessible? If you are dropping off your cat is it a short drive from major transport links?

Is there the option for your cat to be picked up and or delivered?

Environment & Surrounds

Is your furry friend's holiday home in a quiet and peaceful area?

Or is it surrounded by other kenneled animals that may just make noises that disturb the peace?

A Cat Only Cattery provides the benefit of a peaceful environment that allows your cat to settle in quickly and enjoy their holiday.

Enclosures and Exercise Areas

What size are the enclosures your cat will be staying in?

Is there plenty of space for them to move around and does it include scratching poles, large windows, special features due to age or medical impediments?

Are there exercise yards for your Kitty to get out in the sun and stretch their legs? How secure are the inside and outside enclosures?

Does the facility have adequate exercise yards for the number of guests they house?

Health Issues

What is the policy for Veterinary care should it be needed while your cat is a guest?

Is there a Vet on 24 hour call?

Is there a purpose built and fully equipped isolation area available should a guest become ill while at the facility?

Can recuperating or aged guests be accommodated for?

If your cat requires medication or has special needs is there an experienced and responsible member of staff available to care for them?

Cleanliness

Providing a clean environment for your cat is critical to their stress free holiday. Does it smell fresh and urine free? You can also see from the type of set up – are there a lot of carpeted areas or nooks and crannies where germs can gather?

Are litter trays and food bowls cleaned daily?

Cats have an incredible sense of smell – you want to feel confident that the enclosures are cleaned to a high standard from the previous guest. If the cattery can accommodate a number of cats they should also have processes to avoid cross contamination – should there be any health issues with any of the guests.

The Carers

What experience do the carers have with cats?

Are the owners of the business involved in the day to day care of the guests? And what is their core business – if it is caring for cats then this is a great start to finding a great cattery.

Is there someone on the premises 24 hours a day, 7 days a week?

Ensuring that you have experienced carers looking after your beloved pet will help you to have a relaxing holiday – knowing that they are getting the best of care.

Diet and Grooming

What foods do they feed and are they flexible should your cat have a diet that maybe different from their usual selection?

Do they have a wide selection of food should your cat choose to be a little fussy during their stay?

Are grooming services such as nail clipping and brushing available?

Peak Periods

Don't forget to find out how far you have to book in advance for busy periods – especially Christmas & Easter. Now you have found a place your cat will love you don't want to miss out on a spot during the very busy times of the year.

	Office Hours	Kitty Kab Hours
Monday	9am – 5pm	7am – 9am
Tuesday	9am – 5pm	7am – 9am
Wednesday	CLOSED	no service
Thursday	9am – 5pm	no service
Friday	9am – 5pm	7am – 9am
Saturday	9am – noon	7am – 9am
Sunday	1pm – 4pm	no service

The Kitty Kab hours above are for the Melbourne Metro area. Please contact us if you live locally or on the Mornington Peninsula for delivery times.

How to get from Cooinda to Dogs Country Club

- Turn Right out of the car park onto Barretts Rd
- At the end of the road turn right onto Golf Links Rd
- At the roundabout turn left into Fultons Rd
- At the intersection turn right onto Baxter – Tooradin Rd
- Go through the town of Baxter and straight ahead through 2 roundabouts taking you onto Sages Rd
- At the traffic lights turn left onto the Moorooduc Hwy
- Go past the service station and Sumner Rd is the first road on the left hand side
- Drive to the end of Sumner Rd and Dogs Country Club is the last property on the left hand side – please enter through the first gate only.

MEL MAP 107 F1
Marked Cooinda Boarding Cattery

How to get from Dogs Country Club to Cooinda

- Turn right out of the carpark to Sumner Rd
- Cross over the Moorooduc Hwy and turn right heading towards Melbourne
- At the first traffic lights turn right into Sages Rd
- At the round-about go straight ahead into Baxter
- Just over the train line turn left at Fultons Rd
- At the first round-about turn right into Golf Links Rd
- Turn Left into the first dirt road – Barretts Rd
- Follow the road up and around the bend and the cattery is located before the next bend – just look for the resort style gardens.

MEL MAP 106 D7
Marked Boarding Kennel