SAFETY YOU CAN SEE. STANDARDS YOU CAN TRUST.

No cages. No dogs. No compromises. Every protocol is designed to keep your cat safe, healthy, and calm.

No cages. No dogs. No compromises.

Every cat stays in a private suite. Play sessions are supervised, one or two cats at a time.

We follow protocols you can see, verify, and trust.

PROTOCOL A · ROOM SEPARATION AND ISOLATION

PRIVATE SUITES. SUPERVISED ENRICHMENT.

Every cat has a private suite with their own space, litter area, and feeding station. For enrichment, cats enjoy supervised play sessions in dedicated play areas, one or two at a time, under staff observation. If a cat shows signs of illness, we have a dedicated Health Corner with isolation capacity to protect all guests.

PROTOCOL B · HOSPITAL-GRADE CLEANING

CLEANED TWICE DAILY. EVERY SUITE.

We clean every suite twice per day with veterinary-approved disinfectants, not just between guests.

- Full suite cleaning twice daily
- Litter trays cleaned twice daily
- Ceramic food and water bowls washed daily
- Air purifiers with HEPA filtration in every suite

PROTOCOL C · HEALTH REQUIREMENTS

HEALTH VERIFICATION BEFORE EVERY STAY.

- Current vaccinations (rabies, FVRCP)
- Microchip (mandatory)
- Flea/tick prevention proof
- Health certificate (for extended stays or young kittens)

We verify all documents before check-in.

PROTOCOL D · CLIMATE AND AIR QUALITY

PERFECT ENVIRONMENT. EVERY ROOM.

Every suite is climate-controlled (18-24C / 64-75F). HVAC systems provide fresh air exchange, not recirculated air. Air purifiers in every room eliminate odors and allergens.

PROTOCOL E · 24/7 MONITORING

WATCH YOUR CAT. ANYTIME, ANYWHERE.

Optional 24/7 private webcam access (add-on). All suites are pre-wired for instant activation. Watch your cat play, sleep, and thrive from your phone or computer. You also receive daily photo and video updates sent directly to you.

- Staff on-site during operating hours
- Regular wellness checks throughout the day
- CCTV in all common areas for facility security

EMERGENCY PROTOCOLS

IF SOMETHING GOES WRONG

We have clear protocols for any health concern.

- On-site staff assessment
- Immediate cat parent notification (phone + photo/video)
- Transport to vet partner
- We contact you immediately for any health concerns

Vet Partners: Named vet partners at each location with contact info, distance, and response time.

WHAT WE NEVER DO

- We don't mix cats in unsupervised group play.
- We don't use cages or kennels.
- We don't sedate cats for grooming.
- We don't allow dogs on the premises.
- We don't cut corners on cleaning.