

winner

CAT NAPPING SUBURBAN RETREAT Business of the Year

The business model was simple; create a luxurious home-away-from-home for furry family members and offer inclusions other catteries don't.

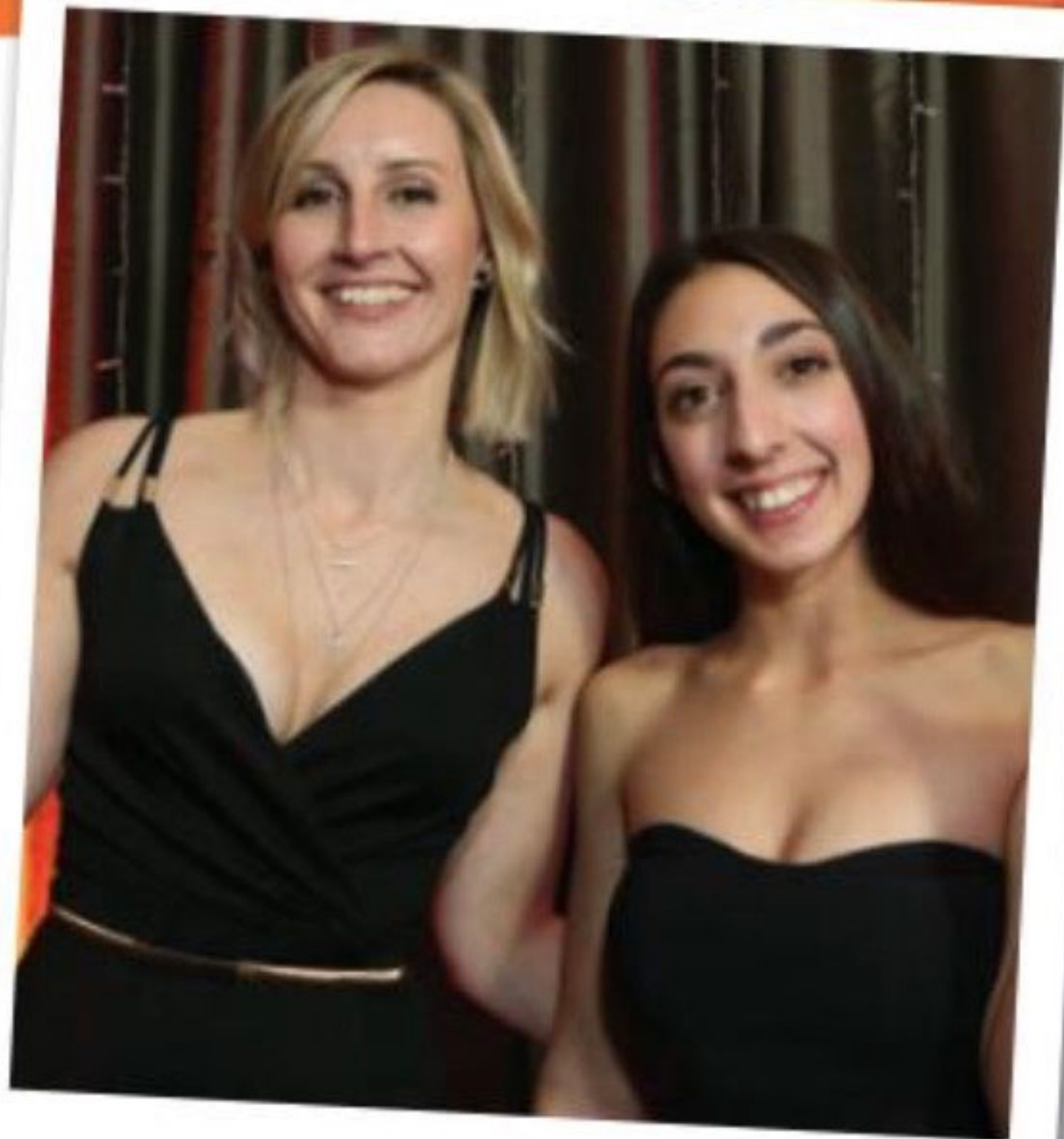
With the best accommodation around, Cat Napping Suburban Retreat has boomed for owner Ebony Centazzo. She says it all comes down to gut instinct and doing what she loves – looking after cats.

"I used a cattery once when I was going on holiday and thought automatically, I can do better than this, and my business was born from that first thought. I haven't looked back," she says.

Cat Napping opened in Hoppers Crossing and answered a demand for the service, with sites also now in Caroline Springs and Spotswood.

Ebony credits her amazing team with the successful growth of the business.

"I can really trust my staff and that has given me the confidence to work on other parts of the business. I know they are looking after our guests the same way I would and that is really important to me," she says.



"Included in our rate is exercise time, dispensing any medications needed, gourmet meals, great-quality bedding and photo updates for the "humans" ... and loads of cuddles, of course.

"Our return clientele is also a great indicator that this level of service is sought-after.

"And importantly, the cats love it here. We really do make sure they have a great time and feel supported, as cats can get scared when out of their usual surroundings."