



Terms and Conditions

Please read our Terms and Conditions thoroughly before completing the Booking Form.

Appointments

All visits to the cattery are by appointment only please.

Prices

We charge by the day, to include the day of arrival and the day of departure. All booked days will be charged for.

Our prices are:

Number of Cats	Single	Sharing
1	£10	-
2	£20	£15
3	£30	£20
4	-	£25

It is essential that your cat's diet and the products they come into contact with remain unchanged during their stay with us. As we are a small cattery we are unable to stock the vast array of products currently available on the market, so our prices are based on you supplying your own cat litter, food and treats.

We are more than happy to supply your cat's regular products and will require prior notice to ensure we have these in stock. The cost of providing your cat's regular items will be added to your invoice.

Please note 24, 25, 26, 31 December and 1 January are charged at double rate.

There are no extra charges for additional services.

The total price is payable upon the day of arrival.

Payment should be made by cash, cheque or bank transfer.

Sorry, we are unable to accept debit or credit cards.



Deposits

A £30 non-refundable and non-transferable deposit will be charged to secure your booking, unless the arrival date is within the next week. Should this be the case, then full payment is required.

Please note this deposit only covers the dates on the booking form. If your dates change we would need another booking form and a further £30 deposit. The £30 deposit is non-refundable but will be deducted from your final bill.

Cancellations

Cancellation of the full booking, within 7 days of the scheduled arrival date will result in the full boarding fee being charged.

Cancellation of the full booking within 8 to 14 days of the scheduled arrival date will result in 50% of the boarding fee being charged.

If you collect your cat before the end of the period booked, the full period will be charged. There are no discounts for early collection.

Shared Units

We can accommodate up to 4 cats sharing.

Only cats from the same household and who get along well together will be allowed to share. Permission must be given to separate cats should the need arise.

If aggression is observed we will separate cats to prevent injury and charges will be made for extra pens required.

The separation of cats is a stipulation of our licence conditions and our insurance will not cover injuries sustained through aggression.

Health

Male cats from the age of 6 months must be neutered

Your cat must be fit and healthy on arrival. If your cat appears unwell they will not be accepted for boarding.

We are unable to accept cats which are currently undergoing medical treatment.

No cat suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted.



We reserve the right to refuse boarding of any cat showing signs of ill health. Owners will appreciate that this is essential in order to safeguard the health of all cats boarded with us.

Vaccinations

Your cat's inoculations for Feline Infectious Enteritis and upper respiratory infections (Cat Flu) must be up to date.

All cats must have had their annual vaccination or booster at least 2 weeks before arrival. You must bring your cat's vaccination card with you otherwise we will not be able to accept your cat for boarding.

If your cat is not currently up to date with annual vaccinations, it will take 5 weeks for them to be covered. They must have had their 2nd jab a minimum of 14 days before the arrival date.

If your cat's vaccination or annual booster is due during their stay or within 14 days of their arrival date we will not be permitted to look after your cat as other cats boarding with us may be put at risk.

Your cat must be flea free

All cats must be up to date with prescribed flea treatments upon arrival to prevent them from bringing in fleas.

Flea products need to be from the vet (not a pet shop) to ensure it is strong enough. A receipt for flea or the treatment box (with prescription label) must be provided upon arrival.

Most flea treatments last for 4 weeks, so if your cat's flea treatment is due to expire during their stay with, then you must ensure you supply us with extra flea treatment for us to apply.

Your cat must have had worming treatment

If your cat has not been wormed within the last three months prior to staying with us, please administer an appropriate worming treatment at least 1 week before boarding commences.

If we find that a cat boarding with us has arrived with fleas and / or worms, we will administer an appropriate treatment for which you will be charged.



If your cat becomes unwell

If your cat shows any sign of illness, we will contact you or your emergency contact immediately to discuss the situation. If we are unable to contact you, then we will seek veterinary advice.

Veterinary consultation / treatment for any condition discovered after arrival which was not declared or which the owner should have been aware of before boarding will be charged for in full, at the time of collection.

If you fail to collect your cat

If you are unable to collect your cat on the agreed date, you (or your emergency contact) must inform us as soon as possible. You will incur additional boarding costs and may be liable for further fees if we have had to cancel another booking to accommodate your cats overstay.

If cats are not collected within 3 days of the departure date and we receive no communication from you or your emergency contact, we will consider your cat to have been abandoned.

You will be liable for further boarding costs, (which may also include loss of revenue due to us having to cancel other bookings) as well as costs for additional food, litter any vet fees incurred and transport costs.

We will take legal action to recover these costs and steps will be taken to re-home your cat.

Arrival Day

Please bring with you:

- Proof of identification. We will not take or keep a copy of your ID, we just need to take steps to ensure cats are not abandoned. The ID provided should match the information provided on the booking form.
- Your cat must be in a suitable, sturdy carry case.
- Your cat's vaccination card. Please note vaccination cards will need to stay with us throughout your cats stay.
- Proof of your cat's flea treatment, which needs to be prescribed by a vet. This can be in the form of a receipt or the box the flea treatment came in (complete with the vet's prescription label).



- Additional flea treatment if required.
- Any medication currently prescribed for your cat (clearly labelled with your cat's name and administering instructions).
- Soft bedding - to ensure your cat is as comfortable as possible and settles quickly. Baskets etc. will be provided.
- Enough cat litter, food and treats to last your cat throughout their stay. This will ensure your cat only receives or comes into contact with products they are familiar with.
- Your cat's brush, if you would like your cat groomed during their stay.

Please Note

The final balance is due on day of arrival. This will need to be in cash if prior payment hasn't already been made.

To meet our licence conditions, booking forms and any paperwork relating to your cats stay will be kept on file for 3 years.

No record will be kept of your personal ID.