

TERMS & CONDITIONS

The following terms & conditions are designed to protect the health and well being of animals in our care. Delivery of animals into our care signifies your agreement to our terms & conditions.

- A 50% deposit must be paid to confirm the booking.
- There is a minimum boarding fee of £25.
- Full payment will be due on departure day.
- Fees are charged at a daily rate and include the days of arrival and departure. Where animals are brought in late or collected early, fees may still be charged for a full days booking. There is a minimum stay period during Christmas and New Year (please contact cattery for details)
- Cancellation
 - up to 4 weeks prior to arrival date 100% refund
 - up to 1 week prior to arrival 50% refund
 - less than 1 week prior to arrival 0% refund
- All cats must arrive in safe, closable cat carriers (no cardboard boxes) these will be kept in their individual chalets for fire safety/emergency purposes.
- All cats must be fully vaccinated including flu and feline infectious enteritis. Vaccination certificates will need to be provided on check-in. We regret that no cat can be accepted without an up to date vaccine certificate. Vaccines must have been administered at least one week prior to boarding. Certificates will be held on file and returned to the owner on the day of departure.
- All cats must be up to date with worms and flea treatments. We reserve the right to treat any animal for fleas/ticks/worms if identified during daily inspections. Any treatments will incur additional costs.
- Animals are accepted into our care on the understanding that they are in good health and that any health problems have been communicated with us prior to admittance. We reserve the right to refuse admittance to the boarding facility for any cat that appears to be unwell or potentially suffering from illness or infectious disease.
- If your animal should appear unwell whilst in our care, we will firstly try to contact your own vet. Should this not be possible for any reason we will enlist the services of our Veterinary Centre but fees may be applicable. Any fees incurred will be the responsibility of the owner and must be settled on collection.
- Only cats from the same home may share accommodation. We reserve the right to separate cats sharing should they become unfriendly towards each other. The owner will be liable for extra boarding costs.
- We are unable to accept un-neutered male cats for boarding.
- We reserve the right to re-home any cat that is not collected within 7 days of the agreed collection date where there has been no contact with the owner and we have been unable to contact any other person responsible for the cat.

Date:

Signed and Accepted: