

Terms and Conditions

Health and Vaccinations

Only cats that have a current vaccination certificate against Feline Infectious Enteritis and upper respiratory infections (Cat Flu) can be accepted for boarding. Owners must produce an up to date inoculation certificate on arrival. Vaccination against Feline Leukemia is optional. Should the annual booster be due, it should be given at least 10 days before boarding.

Details of last flea and worm treatment will be asked for on arrival – should a cat be found to have either, it will be treated prior to boarding at the owners expense.

No cat suffering from, or suspected to be suffering from, any infectious disease can be accepted. All cats will be examined on arrival, but the proprietor reserves the right to refuse admission to any cat showing signs of ill health pending advice from a veterinary surgeon.

Un-neutered male cats over the age of seven months will not be accepted for boarding as they could present an infection hazard.

Owners will appreciate that this is essential in order to safeguard the health of all cats boarded with us.

Multiple Boarding

Where owners are boarding multiple cats they give permission for the cats to be housed in the same chalet during their stay, unless agreed for them to be housed in separate chalets prior to boarding.

Diet

We aim to ensure your cat is fed as s/he is at home – food requirements will be requested on arrival. All cats are fed twice daily- however, where requested, alternative feeding arrangements can be accommodated. Fresh water is provided at all times

Cats requiring prescription diets or foods only available from a veterinary practice will be required to provide sufficient food for the duration of boarding. Whilst every care and precaution is taken in the feeding of prescription diets, responsibility can only be accepted at the owners risk.

Medication

All treatment prescribed prior to boarding can be continued during the cat/s stay.

Diabetic cats are welcome, however owners must be aware of the increased risk to a cat with this condition whilst boarding. Owners must provide enough insulin and needles for the duration of the cat/s stay – needle usage will be at the owners discretion and will need to be specified on acceptance.

Any pre-existing condition which may require further treatment by a veterinary surgeon will not be covered by the cattery insurance.

In the case of illness, owners agree that a veterinary surgeon will be consulted and if necessary called in to carry out such treatment as they consider advisable at the owners expense.

Whilst every care and precaution is taken in administering medication, responsibility can only be accepted at the owners risk.

Beds, Toys and Carriers

If your cat has his/her own bed at home or favourite toy you are most welcome to bring this with you, these are however, left at the owners risk.

Owners are welcome to leave their cat/s carriers with us for the duration of their stay, these are however, left at the owners risk.

Death In Care

In the unfortunate instance of a cat/s dying whilst boarded, every effort will be made to contact the owner and/or the owners representative as instructed to ascertain the owners wishes.

We recommend you speak to your vet and leave instruction with them in case this eventuality should arise.

Boarding Fees

We charge a full day's board for the day of arrival and the day of departure, as the chalet is only available to your cat on those days.

Late Arrival / Early Collection

In the event of owners not arriving on the date booked or returning before the end of the period for which the cat is booked, the full period will be charged.

Cancellation Fees

If a confirmed booking is cancelled with less than 48 hours notice during peak periods, the total amount payable will be charged.

If a confirmed booking is cancelled with less than 14 days notice a cancellation fee of 50% of the total amount payable will be charged.

Payment Methods

We are pleased to be able to offer you a more flexible payment service as of 12th October 2008.

Maestro / Switch / Solo	no charge
Mastercard / Visa	2.5% surcharge
American Express	3% surcharge

The surcharge for credit cards is to cover our costs for providing the service.

You are still able to pay by both Cash and Cheque as before.

Please call us on (01638) 721 092 if you have any queries regarding the terms and conditions above.