

BOOKING TERMS

HOW TO MAKE A BOOKING

If you would like to reserve a room, we will require a booking form to be completed and payment of a non-refundable booking deposit of 10% of the total booking cost, **which is subject to a minimum of £30 and maximum of £60.**

The room will be held for a maximum of 5 days during which time the completed booking form and booking deposit must be received otherwise we have the right to re-book it.

Upon receipt of the completed booking form, we will e-mail or post an invoice to you confirming the amount of deposit due. The remaining balance is due to be paid no later than 14 days prior to the booking start date.

For bookings taken within 14 days of the booking start date, payment in full will be immediately due.

For clients that wish us to provide the food, we keep a few of the popular brands of wet and dry foods in stock (subject to availability) for adult cats and kittens, such as Whiskas, Felix, Go Cat, Sheba, Gourmet, Purina One, Crave and Harrington's. Please confirm on the booking form which of these your cat(s) would prefer.

Payments can be made by cash, cheque or bank transfer. Details will be on the invoice we send you.

Cheques need to clear prior to the start date of the booking.

Prices are calculated on a 'per day' basis. The first and last days are charged for, however, we do not charge for the last day if you collect your cat(s) in the morning.

Only cats from the same household can share a room, however, should your cats decide not to get on with each other while staying in the cattery, we do have the right to separate them if we feel it is necessary for their safety.

VACCINATIONS/FLEA & WORM TREATMENT

Please bring with you your cat(s) up-to-date vaccination card when dropping them off. We will keep the vaccination card(s) in a safe place until you collect your cat(s). Alternatively you can send copies to us via e-mail prior to the arrival day. Please make sure that all copies taken show the cat's name, and details of all the vaccinations given.

For cats that require a NEW course of vaccinations, the second vaccination must be completed at least 14 days before the booking start date.

All cats must have core vaccines against the following:

- FELINE INFECTIOUS ENTERITIS (FIE) often referred to as feline panleukopenia or feline parvovirus (FPV)
- CAT FLU - feline herpesvirus (FHV-1) and feline calicivirus (FCV)

The vaccine for the feline leukaemia virus (FeLV) is NOT a requirement for catteries. It is an airborne virus which is passed via saliva and cat bites. The construction of our boarding rooms and the routine hygiene precautions we follow are adequate to prevent exposure.

No cats will be accepted without a valid, current vaccination record or positive Titre Test.

Every effort is made to keep our cattery free of fleas and worms, therefore we ask that all cats are treated using a vet recommended flea/worm treatment, ideally at least 7 days prior to the booking start date.

MEDICAL CONDITIONS, MEDICATIONS AND NEUTERING

Any known medical condition must be declared at the time of booking. We reserve the right not to accept pets with any illness which might endanger the other animals.

Under most circumstances we will be happy to administer medication (excluding injections) as prescribed by a vet, provided all medications are clearly labelled and accompanied by written instructions (and preferably with original packaging as this will have the dosage details).

Male cats that have not been neutered will not be accepted for boarding unless they are less than 7 months old.

CANCELLATIONS

In the unfortunate event of you having to cancel a booking, please let us know as soon as possible. If the cancellation occurs more than 14 days before the booking start date, then only the booking deposit will be forfeited as this is non-refundable and non-transferable.

For cancellations received within the 14 days leading up to the booking start date, no refunds are given, however, should we manage to re-book any of the days cancelled, we will happily refund them to you (with the exception of the booking deposit).

Should you amend your booking within the 14 days leading up to the booking start date, which reduces the number of days originally booked, no refund for those days will be given unless we manage to rebook them.

No refunds are given for unused days should you collect your cat earlier.

MINIMUM CHARGES

There is a minimum charge equivalent to a 3 day stay which is increased to 7 days over Christmas and the May half term week

LONG STAYS

10% discount for bookings of more than 28 continuous days. The discount will apply from day 29 onwards.

TRANSPORTING YOUR CAT

You must transport your cat(s) in suitable secure pet carriers. Do not carry your cat in your arms as any sudden movement or loud noise could frighten your cat and they may manage to escape. This shall be totally the pet owners' responsibility.

EMERGENCY CARE WHILE IN BOARDING

In the event of your cat requiring emergency care, we will try to use your own vet, where possible. However, we may consider it necessary to use our own vets, especially if your vet is not local or not available. We are registered with Priory Vets in Christchurch. By signing the booking form, you agree to your vet releasing medical information to our own vet, should the vet require this, however, the records may not be available if your vet does not offer out of hours cover.

Any veterinary treatment deemed necessary will be at the cat owner's expense and should be settled directly with the veterinary practice. A cost of £15 per hour will be charged by us to cover attendance and travel should we need to take your cat to a vet outside their normal consulting hours.

DISCLAIMER

Whilst every care and precaution is taken to safeguard the health and wellbeing of all cats, they are boarded entirely at the owner's own risk.

In the event of non-collection of your cat and subsequent failure to make contact with the owner or emergency contact within 7 days after the due collection date, we reserve the right to arrange rehoming of the cat(s).

OPENING TIMES

All arrivals, collections and viewings are on an **appointment only basis** during the times shown below:

Monday to Saturday

Mornings 8.30am to 11.00am

Afternoons 3.30pm to 5.30pm

We are closed on Sundays, Xmas Eve, Xmas Day, New Year's Eve, New Year's Day, Good Friday, Easter Monday and all other UK bank holidays

updated 15th August 2024