

Terms and Conditions

It is our wish that your cat has a pleasant stay with us and that you can depart assured that your cat will have the best care and attention possible. The following Terms and Conditions are designed to protect the health and well-being of your cat(s) whilst in our care. Delivery of your animal into our care signifies your agreement to these terms and conditions.

All cats are boarded at their owner's risk, the cattery will take due care and diligence to ensure your cat(s) security and well-being.

Viewings

We are immensely proud of our cattery and we welcome viewings. However, we do ask that you contact us to arrange a time to ensure we are free to spend time with you. We do this as, our feline guests are our priority; therefore, this ensures we do not take time away from them and their daily routine for casual callers.

Accommodation

Only cats from the same home may share a suite.

The cattery offers secure, dry, warm and draft free suites. Comprising of spacious, full height sleeping accommodation, with its own large play/exercise area. Full width sun-shelf, looking out onto grazing paddocks for alpacas, ponies, pigs and chickens. Each suite has individual thermostatically controlled heaters. We do not charge extra for heating. We provide feeding and drinking bowls, bedding, litter tray and litter. To help your cat settle in, a small reminder of home is welcomed i.e. favourite toy, old jumper, etc.

Menu

We serve a premium food developed specifically to keep cats healthy. It contains high levels of fresh meat and is completely free from inexpensive ingredients which are commonly responsible for causing allergies in pets. Our range offers wet and dry food, catering for kittens, adult cats, indoor cats, more senior cats and those prone to hairballs.

Meals are served morning and evening, unless you request otherwise.

Should you wish to bring additional/alternative food in, then you are welcome to do so. However, this will not result in a fee reduction.

Boarding Fees

All fees are inclusive of accommodation, cattery food, bedding, heating and insurance.

A deposit is required at time of booking which is refundable if cancellation is made 21 days prior to start of stay. The deposit required is as follows; £25.00 for short stays, long stay of 30+ days £100.00.

Boarding fees are as stated at the time of booking. We will honour this price should our fees have risen between the time of booking and boarding.

Fees are charged at a daily rate and include the days of arrival and departure, to allow for essential cleaning and hygiene preparation. Where cats are brought in late or collected early, fees will still be charged for a full days boarding. As you will appreciate, once we have taken your booking we must hold the accommodation for you for the dates specified.

There is a minimum fee, equivalent to three days boarding, except for Christmas, New Year, and Easter which incurs a minimum fee, equivalent to five days boarding.

Unauthorised overstays will be charged at twice the daily rate.

Boarding fees may be paid either in cash or by debit card and will be due upon collection. Long-term boarders (one month or more), interim payments will be agreed at time of booking.

Cancellations

In the event of cancellation of a confirmed booking (in part or full period) the full charge will be due, if less than 14 days' notice is given prior to start of stay. The deposit is refundable if notice is given 21 days prior to start of stay.

Health

All cats will be examined on arrival and are accepted into our care on the understanding that they are in good health and that any health problems are communicated to us prior to admittance, so that we may make an informed decision as to the suitability of the cat for boarding. We reserve the right to refuse admission to any cat appearing to be unwell or thought to be suffering from any illness or infectious disease.

If your cat has an existing medical condition, any medication or special dietary needs, this must be declared or supplied with clear written instructions. We are happy to administer medications at no extra charge. However, we do not offer full nursing facilities.

All cats must be inoculated against Feline Enteritis and Cat Flu. We regret that no cat can be accepted without an up-to-date vaccination certificate. Vaccines must have been given at least one week prior to boarding. Please ensure worming and flea regimes are up-to-date. For the well-being of our other guests, we will need to administer flea treatment should any cat require it (cost incurred).

We regret that we are unable to accept male cats over six months of age that have not been neutered.

All cats must be registered with a vet, if your cat becomes unwell, then we will try to consult with your cat's vet having first attempted to contact you. Should we need to transport your cat to a veterinary practice then all transport and veterinary fees may be the responsibility of the owner. In all cases we will act in the best interest of the cat with respect to its health and freedom from suffering and we will follow the advice of a veterinary surgeon on such matters. If your vet is outside of a 5-mile radius of the cattery we reserve the right to take the cat to our own vet.

Please inform us if your cat has any unusual habits or behaviours that could be mistaken for an illness.

All cats are covered by our comprehensive insurance policy at no extra charge. Please note: long term or pre-existing conditions are not covered.

Grooming

Each cat receives individual attention daily for play, cuddles and basic grooming. We believe the cats wellbeing is paramount and that this individual attention helps the cat to settle and bond with us.

Personal Possessions

All personal possessions must be clearly marked with your name. However, should these items become soiled, then for the sake of hygiene we reserve the right to wash these items. We can take no responsibility for damage caused by the antibacterial agents used to maintain cleanliness. We cannot accept toys that could prove a health risk to your pet. Please note we do not recommend the use of cardboard baskets and further recommend that the security of all clasps and locks are checked before departing for the cattery.

Collection

Any cat left uncollected within 14 days of the date due to leave the cattery without communication from the owner or their representative will be classified as abandoned and we reserve the right to hand over your cat to an animal re-homing establishment.