

# Terms and Conditions

The welfare of your Cat(s) is paramount to Creature Comforts Cattery so we ask you to take time to read the following Terms and Conditions. You will be requested to sign as read and agreed prior to boarding your Cat(s) with us.

## Vaccinations

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

Your cat's up to date vaccination certificate will need to be presented prior to boarding. Please remember your cat cannot be boarded without it, so ensure your vaccinations are boosted annually. This is in the interest of your cat's health and those who are staying in the cattery at the same time.

No cat suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted. The cattery reserves the right to refuse admission to any cat showing signs of ill health pending advice from a Veterinary Surgeon. Owners will appreciate that this is essential in order to safeguard the health of all cats boarded.

Cats requiring treatment will be taken to my vet 24/7 who will consult with the customers vet if necessary, if it is a non emergency and "out of hours" and we feel it is in the best interests of the cat(s) we will endeavour to take the cat(s) to their regular veterinary surgeon.

## Cancellation Policy

Cancellation of the full booking within 7 days of the commencement of the booking will result in the full boarding fees being due for payment.

Cancellation of the full booking within 8 to 14 days of the commencement of the booking will result in 50% of the full boarding fees being due for payment.

## Arrival and Departure

Cats will only be accepted or collected during our opening hours. In very exceptional circumstances, we may accept cats outside of these hours by appointment only.

## Payment

We require a £25 deposit at time of booking. The full balance of Boarding Fees are required on arrival. Payment can be made by Cash or Bank Transfer.

In the event of owners returning before the end of the boarding period booked, the full period booked will be charged. There are no discounts for early collections.

Any additional costs incurred by us, such as flea treatments, veterinary tests and treatments, etc., are payable upon collection of your cat(s).

## Fleas & Worms

We take a great deal of care to ensure that our facility remains a safe haven from fleas and worms so your cat doesn't contract them here.

An effective flea management programme requires treatment by a vet-recommended formula every 4-5 weeks. If your cat is not on a regular flea treatment programme, please apply a flea treatment such as Frontline just before your cat comes to holiday with us.

If your cat has not been wormed within the last three months prior to staying with us, please administer an appropriate worming treatment 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, the cost of which will be payable on collection of your cat(s).

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## Medication

Please note that we are **not veterinary trained** but we are happy to accommodate cats on medication. We can administer medication either orally or in food.

All medications must be presented in containers displaying a veterinary label with clear dosage instructions.

We will administer medication to manageable cats. We can take no responsibility for the outcome, or any effects your cat may suffer, if we are unable to administer any medication due to your cat(s) becoming aggressive or likely to cause harm to the cattery staff or themselves, in this instance we will seek veterinary advice. Any costs incurred will be payable by the owner on collection of the cat(s).

If cat(s) aren't collected within 14 days of the date on which they are due to leave the cattery, and no communication is received from the owner or owners representative, a decision to rehome the cat(s) will be made at the cattery owners' discretion.

**Whilst every care and effort is made to ensure the health and well-being of all cats in our care, cats are boarded entirely at their owners risk the proprietor cannot be held responsible for any illness, disease or death that may occur during boarding**

**Any person entering the cattery do so at their own risk, if you are accompanied by children you must keep them under control at all times.**

Owners Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_