

Terms and Conditions

Vaccinations

No cat will be admitted without being fully up to date with vaccinations, and we request that the vaccination certificate is provided on arrival. This ensures that we can maintain a safe and healthy environment for your cat.

Booking fee and Payment

A £30 booking fee is required at the time of booking. This is non-refundable unless a minimum of 30 days notice is given.

If paying by cheque, we require full payment on arrival, though cash payment may be made when you collect your cat. Paypal can be accepted by prior arrangement only please (small fee applies). Both the day of arrival and departure are payable at the full daily rate to enable us to disinfect the accommodation between guests.

Collection and delivery

If you choose for us to collect and deliver your cat from your home address, a fee of 80p per mile is payable. Cat boxes can be provided for the journey if required. Our vehicle is fully insured.

Home comforts and Food

We provide everything your cat could need, but you are welcome to bring your own treats, bedding or toys. These would be used by your cat exclusively.

We offer a range of both wet and dry cat food and ask you to indicate on the booking form which type of food your cat normally eats. Any prescription food must be provided by the owner. If you wish to provide your own food we are happy to accommodate this, but this will not incur a reduction in the daily rate. We will offer treats unless you request otherwise.

Illness and emergencies

We require details of your own vet, plus the name and telephone number of an emergency contact for while you are away. We maintain a healthy relationship with our local veterinary practice – only 10 minutes away by car. In an emergency, your pet will be taken to your personal vet if closer. Should your pet be taken ill while they are with us, we will seek treatment from the vet. Whilst your cat is insured when staying with us (excluding pre-existing medical conditions), any additional costs must be met by the owner. If any of our residents fall ill, we have a separate isolation unit on site to eliminate the potential spread of disease. If fleas/worms are detected on your cat we will treat them and charge accordingly. We will refuse to board any cat that looks ill or mistreated.

Please advise us on the booking form if your cat has insurance.

Photographs – we would like to feature some of our residents photos on our website/Facebook. Please indicate on the booking form if this is ok. No names/details would be used, just the photo.

Tomcats

Male cats over the age of 7 months can only be accepted if neutered.

By signing the Booking Form you are agreeing to the above Terms and Conditions.