



Abbotts View Farm Cattery

## **Terms & Conditions of Boarding:**

We want your cat/s to be happy and safe with us and will do our utmost to make it so, whilst you relax and enjoy your holiday. However, in order for us to do our bit, we need you to do yours:

A condition of booking is that your cat/s is/are well, in good condition, having received veterinary approved worming/flea treatment at least 3 days prior to boarding. If we think your cat/s has fleas/worms on arrival it is within our rights to refuse their stay. If we find fleas/worms during your cat's stay we will treat it at a cost of £10 to you.

### **Vaccinations**

Vaccinations/boosters **MUST BE UP TO DATE AND YOU MUST BRING YOUR CAT/S VACCINATION CARD FOR EVERY STAY.** If your cat is unvaccinated, it will take 5 weeks for them to complete the course, the 2nd injection **MUST** be given a minimum of 2 weeks prior to their arrival due to it being a live vaccine

### **Deposit/Refunds**

To secure your booking a deposit equal to 3 days boarding is required and you will be emailed an invoice on confirmation of booking. Until the deposit is paid your booking is not confirmed. Please note that payments must be made by clicking the link - we are unable to accept payment over the phone. This deposit is non refundable, unless you change or cancel your booking at least 4 weeks before your cat's expected arrival date. After this time the deposit will not be refunded. If your booking is cancelled 2 weeks before your expected arrival date 50% of the total due will be payable (including the deposit) and less than 1 week before arrival the full amount is due. This is because we have held these dates for you and turned other customers away.

### **Arrival**

Please bring your cat/s in a suitable cat carrier. We will not be held responsible if your cat escapes from your cat carrier between the cattery and your vehicle. **PLEASE ENSURE YOUR CARRIER IS SUITABLE FOR THE WEIGHT OF YOUR CAT. OTHERWISE THE FRONT GRILL MAY DROP OPEN!!**

You **MUST BRING** your cat/s vaccination card on the **DAY OF ARRIVAL** or your cat/s will not be able to stay but the full amount will still be due. The balance for your cat/s stay is due on drop off, not collection, but any additional charges due to unforeseen delays or vet bills can be paid on collection.

### **What to bring**

Please bring bedding or an item of your clothing to help your cat/s to settle and any favourite toys. Please remove your cat/s collar for safety reasons. Please also supply any brushes you use for grooming. If your cat has special food or is on a prescription diet, please remember to bring enough for the duration of their stay and any pain medication. We are unable to administer veterinary prescribed medication other than pain meds.

### **Illness/Vets**

If your cat/s shows signs of illness we will aim to contact you in the first instance, or your emergency contact to discuss symptoms/treatment. If we are unable to get hold of you and we feel it is necessary for your cat/s to be seen by a vet, we will take it to your vet if within a 6 mile radius, or ours. The vet's bill will be payable by you when you collect your cat.

We accept no liability in the unlikely event that your pet becomes ill, lost or dies during their stay, although we will do our utmost to ensure their welfare whilst they are with us. With only 10 pens, a cat under the weather

is unlikely to be missed. However all cats are left entirely at their owner's risk. Our insurance covers each cat within our custody, care and control for a maximum of £500 for loss/death/theft. If your cat is of higher value please check with your own insurers to ensure you are adequately covered. IN THE UNFORTUNATE EVENT THAT YOUR CAT PASSES AWAY WHILST IN OUR CARE PLEASE MAKE US AWARE OF WHETHER YOU WOULD LIKE TO BE INFORMED WHILST ON HOLIDAY OR ON YOUR RETURN when you drop your cat/s off.

### **Collection**

If your pet has not been collected within 7 days of the agreed departure date and we are unable to contact you, we will begin proceedings to have your cat rehomed.