

Orchard Boarding Cattery



TERMS & CONDITIONS

Revision Date October 2018

BOARDING FEES

1. Full boarding fees are payable on arrival of your cat(s).
2. Boarding fees are charged per day, including the day of arrival and departure.
3. Boarding includes all food (except prescription diets), litter and chalet heating.
4. Daily boarding fees, where multiple cats share one chalet, are as follows: -
1 cat - £13 2 cats - £18 3 cats - £25.00 4 + cats - £ please enquire
5. Less than three days board is permissible but the minimum charge is for three days boarding, with the exception of the Easter and Christmas period when the minimum board and charge is for five and six days.
6. Only cats from the same family may share a chalet.
7. Any additional costs incurred by us, such as flea treatments, vets fees etc., are payable upon collection of your cat(s).
8. We do not take provisional bookings.
9. Customers may be required to provide a non-refundable deposit of up to 50% of the total boarding fee to secure a booking.

CANCELLATION POLICY

10. Cancellation of the booking within 14 days of the commencement of board will result in the full boarding fees being due for payment.

PAYMENT

11. Payment is by cash or cheque only. We do not accept debit or credit cards. Cheques should be made payable to: - **BEVERLEY MANN**

ARRIVAL & DEPARTURE

12. Cats will only be accepted for arrival and departure during our opening hours: -
Monday to Saturday: 9am – 11am & 3pm – 5pm
Sunday: CLOSED
Bank Holiday: CLOSED

13. 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.
14. Cats must be transported in secure and suitable pet travel carrier.
15. In the event of delays for arrival or collection, Owners must advise the cattery in advance.

VACCINATIONS

16. Owners must produce an up to date vaccination certificate on arrival. Failure to provide vaccination certificate could result in board being refused.
17. Cats must be vaccinated for: -
Feline Panleukopenia FPV (enteritis)
Feline Herpesvirus FHV (cat flu)
Feline Calicivirus FCV (cat flu)
18. Where a full course of vaccinations is required, these must be completed at least 7 days before boarding commences.
19. The annual booster vaccination should be carried out at least 7 days before boarding commences.

Terms and Conditions continued

FLEAS & WORMS

20. If your cat is not on a regular flea treatment programme, please apply a veterinary approved flea treatment at least 3 days before boarding commences.
21. If your cat has not been wormed within the last three months prior to staying with us, please administer an appropriate worming treatment at least 3 days before boarding commences.
22. 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 added to your final boarding fee.

HEALTH

23. Any illness, past or recurring health problems must be declared before being accepted into the cattery. We reserve the right to contact the owner's veterinary surgeon to discuss any past or current medical problems.
24. No cat suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted. The proprietor reserves the right to refuse admission to any cat showing signs of ill health pending advice from a Veterinary Surgeon. This is essential in order to safeguard the health of all cats boarded.
25. Cats over the age of 6 months, which have not been neutered, will NOT be accepted for boarding.
26. You must provide us with the name and contact details of someone who can give medical consent should we not be able to get hold of you. Every effort will be made to contact owner or nominated contact in the event of an emergency.
27. Your cat will be monitored for signs of ill health during their stay and if we consider necessary a Veterinary Surgeon will be contacted in the event of uncertainty.

MEDICATION

28. We are happy to administer medication to manageable cats. You need to advise the cattery in advance of board of any medications that require administration.
29. Medication must be provided in their original packaging clearly stating cat(s) name and dosage.
30. We are unable to care for diabetic cats or cats that require injections.

NON-COLLECTION

31. Any cat left uncollected after 14 days of the date due to leave the cattery and without communication received from the cat owner or their representative will be classified as abandoned. The cat(s) will then be handed over to an animal re-homing establishment at our discretion.

ACCEPTANCE OF TERMS & CONDITIONS

32. In making a booking with Orchard Boarding Cattery the owner and or the person making the booking will be deemed to have accepted the terms and conditions and given authorization for any medical treatment if required.
33. Orchard Boarding Cattery reserves the right to alter these terms and conditions at any time without notice.
34. These terms and conditions are essential in order to safeguard the health and safety of all cats boarded.
35. Whilst every possible care and attention is given to every cat boarded, we cannot be held responsible for loss, either from illness, injury or other cause. **Boarding is entirely at owners risk.**