

Please familiarise yourself with these Terms and Conditions **B E F O R E** bringing your cat to board

TERMS and CONDITIONS

- **Cats will NOT be accepted for boarding without VALID and UP TO DATE vaccination card for immunisation against cat flu and enteritis**

ALL CATS MUST BE VACCINATED ANNUALLY WITH THE VACCINATION ADMINISTERED NO LONGER THAN 15 MONTHS FROM THE PREVIOUS VACCINATION

- Owners must inform CATZ at the time of booking and arrival at the cattery of any medical history which may affect the cats stay at the cattery, including any pre-existing or recurring medical conditions.
- CATZ reserves the right at its sole discretion to refuse admission of any cats showing signs of illness pending veterinary advice.
- If your cat develops a medical condition or suffers an injury whilst boarding with CATZ, the cattery veterinary surgeon will attend the cattery, or the cat may be removed to a veterinary surgeons care, at the sole discretion of CATZ. CATZ reserves the right to contact the owners veterinary surgeon to discuss any past or current medical problems. CATZ shall also use reasonable endeavours to contact the owner, or the owner's representative, however, if contact with the owner, or the owner's representative, is not possible any treatment deemed necessary by the cattery veterinary surgeon will be carried out without the owners consent.
- If your cat develops a medical condition or suffers an injury whilst boarding with CATZ, CATZ will be responsible for veterinary fees for up to 30 days, up to a limit of £1500. Any fees incurred over 30 days, or in excess of £1500, will be the responsibility of the owner. However, any veterinary fees which are incurred by CATZ for treating a cat which is suffering from a medical condition that it has a history of previously suffering from, or for a cat which enters the cattery with an ongoing medical condition, **will be the responsibility of the owner and will be reimbursed in full by the owner.**
- Boarding rates are charged on a daily basis including the day of arrival and departure, and includes all food (except prescription diets), beddings, litter, chalet heating, VAT and insurance.
- Full payment is required at the commencement of the boarding period. Cats will not be released until full payment is received by CATZ.
- Less than 3 days boarding is permissible, but there is minimum 3 day charge, with the exception of the Christmas period when the minimum charge is for 7 days.
- CATZ will use reasonable endeavours to supply and feed as instructed by the owners. However, alternative diets/brands may be fed if difficulties are found obtaining the cats usual food, or if the cat is not eating it's usual diet.
- Sharing of accommodation is only available to cats which are considered compatible by CATZ and which are from the same household.
- Cats over 6 months of age are only accepted for boarding if neutered/spayed.
- Provisional bookings will only be held for a maximum of 5 days.
- **PAYMENT DEPOSITS** Customers may be required to provide a deposit of up to 50% or the total boarding fee. If the booking is cancelled less than 8 weeks before the date the booking is due to start (for whatever reason), CATZ reserves the right to retain the deposit/full payment. If the booked period is reduced less than 8 weeks before the date the booking is due to start (for whatever reason) then CATZ reserves the right to retain a pro rata proportion of the deposit/full payment in respect of those days which have been reduced/cancelled.
- **CANCELLATIONS/AMENDMENTS TO BOOKINGS WITHOUT DEPOSITS PAID – CATZ MUST BE INFORMED BEFORE THE DROP OFF DAY OF ANY CHANGES OR CANCELLATIONS TO A RESERVATION**
If Catz is not notified at least 8 weeks before the booked drop off day, CATZ reserves the right to charge the owners for the full reserved period if they are shortening or cancelling the booking (for whatever reason). **When a booking needs amending you are advised to inform CATZ as soon as possible to avoid problems when arriving for boarding.**
- Please be aware that if you are booking boarding for the following year, the tariff may have altered from the time of booking to when you board, as prices are reviewed each year to take into account any relevant factors. Any revised changes will be implemented from 1st January. If you do not agree with any price increase that may affect your booking, you are entitled to cancel the booking without penalty.
- If you are collecting cats between Mondays and Saturdays, you must pick-up the cat by 5.30 p.m. If you are collecting cats on a Sunday, or a bank holiday, you must pick-up the cat by 12.00 p.m. If you are unable to collect your cats by the specified time, you must either arrange for someone to collect the cats on your behalf within the required time, or book an extra days boarding for which payment will be required upon collection.
- Unclaimed cats will be found alternative care/ownership, if after three weeks it has not been possible for CATZ to make contact or receive contact from the owner or their emergency contact.
- Cats must be transported in a secure and suitable pet travel carrier.
- CATZ require a contact number of a friend, neighbour, relative or owners mobile phone number in the event of an emergency, including if you are delayed in picking up your cat. In the event you are delayed in picking up your cat, you will need to arrange for someone to be available to collect your cat on your behalf as we cannot guarantee to be able to hold your cat for any extra days. Please inform CATZ of the standby collectors contact details when you drop your cat off for boarding (if different from your emergency contact).
- All belongings are left at the owners risk. Any items left unclaimed by owners after two months following boarding may be disposed of.

- Any treatment deemed necessary for the cats comfort and well being, such as worming or flea treatment, will be carried out at CATZ's discretion and shall be charged to the owner.
- CATZ will administer medication to manageable cats. However, should a cat risk causing harm to cattery staff or to itself whilst medication is trying to be administered resulting in it being impossible to treat the cat, then it may be necessary for the cat to be cared for by a veterinary surgeon either at the cattery or at the veterinary surgery. Except as otherwise set out in these terms and conditions, any veterinary fees incurred will be charged to the owner of the cat.
- The grooming of cats will be carried out as necessary, and it is appreciated if owners have their own grooming equipment that they bring it in with the cat. However, CATZ will not be responsible for grooming any cat that gets distressed or risk causing harm to staff whilst being groomed.
- Whilst every care and precaution is taken with every cat boarded at CATZ, the proprietors cannot be held responsible for any illness, disease or death that may occur during boarding.

We reserve the right to vary these Terms and Conditions from time to time upon giving you reasonable notice in writing