

BOOKING TERMS

HOW TO MAKE A BOOKING

If you would like to reserve a room, we will require a booking form to be completed and payment of a non-refundable booking deposit of 10% of the total booking cost, **which is subject to a minimum of £30 and maximum of £60.**

If the booking form and deposit are not received within 5 days, we have the right to re-book the room.

Upon receipt of the completed booking form, we will e-mail or post a deposit invoice to you. The remaining balance is due to be paid no later than 14 days prior to the booking start date.

For bookings taken within 14 days of the booking start date, payment in full will be immediately due.

Payments can be made by cash, cheque or bank transfer. Details will be on the invoice we send you.

Prices are calculated on a per day or part day basis. The first and last days are charged for, however, we do not charge for the last day if you collect your cat(s) by 11am that morning.

FOODS WE KEEP IN STOCK

For clients that wish us to provide the food, we keep a few of the popular brands of wet and dry foods in stock (subject to availability) for adult cats and kittens, such as Whiskas, Felix, Go Cat, Sheba, Gourmet, Purina One and Harrington's. Please confirm on the booking form which of these your cat(s) would prefer.

VACCINATIONS

Please bring with you your cat(s) up-to-date vaccination card when dropping them off. We will keep the vaccination card(s) in a safe place until you collect your cat(s). Alternatively you can send copies to us via e-mail. Messenger or WhatsApp prior to the arrival day.

Booster vaccines must be administered NO LATER than the due date, otherwise you will be required to have a new course of the primary vaccines (Defra requirements)

For cats that require a new course of the primary vaccines, the second vaccination must be completed at least 14 days before coming to the cattery.

All cats must have core vaccines against the following:

- FELINE INFECTIOUS ENTERITIS (FIE) often referred to as feline panleukopenia or feline parvovirus (FPV)
- CAT FLU - feline herpesvirus (FHV-1) and feline calicivirus (FCV)

The vaccine for the feline leukaemia virus (FeLV) is NOT a requirement for catteries. It is an airborne virus which is passed via saliva and cat bites. The construction of our boarding rooms and the routine hygiene precautions we follow are adequate to prevent exposure.

No cats will be accepted without a valid, current vaccination record or positive Titre Test.

FLEA AND WORM TREATMENT

Every effort is made to keep our cattery free of fleas and worms, therefore we ask that all cats are treated using a vet recommended flea/worm treatment at least 7 days prior to the booking start date.

MEDICAL CONDITIONS, MEDICATIONS AND NEUTERING

Any known medical condition must be declared at the time of booking. We reserve the right not to accept pets with any illness which might endanger the other animals.

Under most circumstances we will be happy to administer medication (excluding injections) as prescribed by a vet, provided all medications are clearly labelled and accompanied by written instructions (and preferably with original packaging as this will have the dosage details).

Male cats that have not been neutered will not be accepted for boarding unless they are less than 7 months old.

CANCELLATIONS

In the unfortunate event of you having to cancel a booking, please let us know as soon as possible.

If the cancellation occurs more than 14 days before the booking start date, then only the booking deposit will be forfeited as this is non-refundable and non-transferable.

For cancellations received within the 14 days leading up to the booking start date, no refunds are given, however, should we manage to re-book any of the days cancelled, we will happily refund them to you (with the exception of the booking deposit).

Should you amend your booking within the 14 days leading up to the booking start date, which reduces the number of days originally booked, no refund for those days will be given unless we manage to rebook them.

No refunds are given for unused days should you collect your cat earlier.

MINIMUM CHARGES

There is a minimum charge equivalent to a 3 day stay which is increased to 7 days over Christmas

LONG STAYS

10% discount for bookings of more than 28 continuous days. The discount will apply from day 29 onwards.

TRANSPORTING YOUR CAT

You must transport your cat(s) to the cattery in suitable secure pet crates, which should be left with us during their stay with us.

EMERGENCY CARE WHILE IN BOARDING

All cats boarding with us **MUST** be registered with a local veterinary practice. By agreeing to our booking terms, owners authorise veterinary treatment to be given should it be considered necessary. However, some vets may require to talk to the owner to get their consent before commencing any treatment. To avoid any delays in getting emergency care for your cat, you may want to contact your vet in advance to let them know of any travel plans.

A charge will be made of £15.00 per hour to cover time and transport for vet visits between the hours of 5.30pm and 8.30am. To avoid these costs, owners are advised to provide contact details of a friend, relative or other third party who can assist in an emergency. We will attempt to contact the owners or their representatives prior to treatment but this may not always be possible. Owners must accept financial responsibility for all vet fees incurred and settle directly with the veterinary practice. Please note that some vets may need the owner's consent before commencing any treatment.

If you have pet insurance, you can provide details on the booking form.

DISCLAIMER

Whilst every care and precaution is taken to safeguard the health and wellbeing of all cats, they are boarded entirely at the owner's own risk.

In the event of non-collection of your cat and subsequent failure to make contact with the owner or emergency contact within 14 days after the due collection date, we reserve the right to arrange rehoming of the cat(s).

MULTIPLE CATS FROM THE SAME FAMILY

Only cats from the same household can share a room, however, should your cats decide not to get on with each other while staying in the cattery, we do have the right to separate them if we feel it is necessary for their safety.

OPENING TIMES

All arrivals, collections and viewings are on an **appointment only basis** during the times shown below:

Monday to Saturday

Mornings 8.30am to 11.00am

Afternoons 3.30pm to 5.30pm

We are closed on Sundays, Xmas Eve, Xmas Day, New Year's Day, Good Friday, Easter Monday and all other UK bank holidays

updated 18th November 2025