**TERMS AND CONDITIONS**

**Booking Policy**

At Old Moor Boarding Cattery we appreciate that every cat owner needs to be confident that their pets will be well cared for in their absence and fully encourage prospective clients to visit our premises before making a booking. This provides an opportunity for the client to inspect the accommodation and familiarise themselves with our terms and conditions. It also gives us a chance to discuss any individual needs that may be requested. Please ensure that your cat is delivered and collected in a carrier fit for purpose.

All cattery bookings are subject to availability.

**Tariff from 1st April 2017.**

* **1 cat** – £ 7.00 per day
* **2 cats** – £11.00 per day (sharing)
* **3 cats** – £15.00 per day (sharing)
* **4 cats** – £17.00 day (sharing)

Charges are calculated daily, starting with the day of arrival and include the day of departure. Fees include food (non-prescription diets), heating, veterinary insurance and **VAT** at standard rate. You also have our assurance that your cat will receive plenty of care, love, and attention throughout their stay.
**Webcam Facility**: coming soon (small fee may apply)

**Minimum Stay Periods**

Our minimum stay / charge throughout the year is 3 days.

**Payment methods**

**Full payment is required on the date of arrival.** We accept:

* cash
* cheque
* Direct Bank Transfer (internet banking)

**Cancellation Policy**

In the event of a cancellation on or within 7 days of your arrival or your cat being removed before the end of the period booked, we reserve the right to charge for the full period booked.

**Opening Hours**

We are open daily from 10:00 – 12:00 and 16:00 – 18:00

**Cattery Closed Days**

Please note that on the following dates we are closed for the receiving and collection of pets:

* January – 1st & 2nd
* December – 24th, 25th, 26th & 31st

**Arrival & Departure Times**

At time of booking, we will request that you provide us with arrival and departure times. We would appreciate it if you could inform us in advance if these arrangements need to be changed.

**Early Check-in / Late Check-out**

If you would like to drop off or pick up your pet outside our normal working hours listed above, we are often able to provide an out of hours service by arrangement. Please discuss with us if you wish to use this service.

**Collection/Delivery Service**

Delivering and collecting your cat may be a problem for you if you do not have transport or if you have a busy schedule. We can collect and deliver your cat which could save you valuable time. The comfort and safety of your pet is our priority at all times. Should you have any collection or delivery time preferences, please let us know at time of booking. **Minimum charge is £5 for up to a 5 mile round trip. A further 50p is charged for every additional mile after this minimum charge.**

**Vaccination Requirements**

All cats accepted into Old Moor Boarding Cattery must show a valid up to date vaccination certificate against Feline Influenza and Feline Enteritis at each visit. We also recommend that cats are vaccinated against Feline Leukaemia Virus. Primary vaccination must not have been administered any less than ten days prior to boarding in order to protect our other residents from possible infection. There will be no exceptions to this rule. Please note that only vaccinated kittens can be accepted.

**Fleas & Worms**

**Fleas-**We request that all cats that come to Old Moor Boarding Cattery are treated against flea infestation **BEFORE** arrival for their stay. Fleas spread rapidly among a cat population and can be easily detected by combing the cat and by small black deposits on their bedding. All cats will be inspected on arrival. The management reserve the right to apply flea treatment to any resident cat found to have flea infestation on arrival or if the flea treatments are not up to date. The cost of treatment will be charged to the owner. Please note that flea collars are not considered adequate protection. Flea Treatment (Frontline charge £5 per dose)

**Worms**-We request that all cats that come to Old Moor Boarding Cattery are treated against worm infestation **BEFORE** arrival for their stay. The management reserve the right to apply worm treatment to any resident cat found to have worm infestation during their stay or if the worming treatments are not up to date. The cost of treatment will be charged to the owner. Worming Treatment (Drontal £5 charge per dose)

**Male Cats**

Any male cat over the age of nine months, who is not neutered, cannot be accepted for boarding.

**Medication**

We are happy to administer any medication, including injections, which have been prescribed by a vet, provided full and clear instructions are left by the owner. Please see our information on medication for further information.

**Food**

Meals are served from 07:00 and 18:00. Food will be left available for cats at all times unless the owner requests otherwise. Please discuss any particular requirements at the time of booking. We provide a wide variety of dry and wet food but cannot hold supplies of every brand/ type. Please check with us before boarding that we have the foods preferred by your cat. We regret that we are unable to provide any special prescription diets, and these will have to be provided by the owner. We prefer all cats to remain on their usual diet during their stay to reduce stress or digestive upset. Fresh water is available to all cats at all times.

**Illness/Vet**

No cat suffering from, or suspected to be suffering from, an infectious or contagious disease will be accepted. All cats will be inspected on arrival, but we reserve the right to refuse admission to any cat showing any signs of ill health pending advice from our veterinary surgeon. This is essential in order to protect and safeguard the health of other resident cats. Our cattery is registered with a local veterinary practice, but we will endeavour to use your own vet where possible.

**Insurance**

Old Moor Boarding Cattery is fully insured. Our current provider is Cliverton Insurance. Full details of cover are available on request.

**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. If any animal is not collected within 14 days of the stated departure date and no communication received either from the owner or their agent, we reserve the right to re-home your cat.