

# Terms and Conditions

## *Viewings & Opening Times*

We want you to be quite sure that Clearwood Boarding Cattery is the perfect choice for you and your cat/s and are pleased to offer viewings which are by appointment. Please contact us on 01373 864544 or 0774 942 1829.

We are a small family business and are open for boarding all year round, 365 days. So we close Reception all days Wednesdays and Sunday mornings. Whilst we are still caring for our guests, WE DO NOT TAKE ANY ARRIVALS OR DEPARTURES DURING THESE TIMES. This time is very precious to us. WE KINDLY REQUEST THAT THESE TIMES ARE RESPECTED.

## *Out-of-Hours*

Please note our opening times for dropping off and collecting cats (see Reception Opening Hours). For any drop offs or collections that need to be arranged outside of these hours there shall be an Out-Of-Hours additional fee of £20.00 charged.

## *Health and Well-being*

In accordance with Animal Welfare it is a condition of boarding that your cat must be in a fit condition for boarding.

**VACCINATIONS** - All cats must be fully vaccinated against feline enteritis and flu. Vaccination must have been in the past 12 months and not less than 7 days prior to boarding. A valid and up to date vaccination card is required to be presented at check in.

**WELL-BEING** -The owner must warrant that the cat is fit and in sound condition and has been treated for worms and fleas at least 7 days prior to boarding. Cats are boarded at the sole risk of the Owner and whilst every care will be taken, Clearwood Boarding Cattery cannot be liable for illness, injury or death of any animal in their care.

**UNNEUTERED** toms over the age of 6 months and un-neutered females over the age of 8 months cannot be accepted for boarding.

**HEALTH** - If your cat should appear unwell whilst in our care, we will first contact your Vet. If this, for any reason, is not possible we will enlist the services of our own Vet, fees may be applicable.

**FEES** - Any veterinary fees incurred during a cats stay will be the responsibility of the owner and must be paid for on collection.

**FLEAS** – We kindly request that where possible, you treat your cat with a good quality flea treatment at least 7-14 days prior to arrival. We recommend Advocate, Stronghold or Advantage (from your vet) as not all shop bought products are as effective.

If after check-in any flea treatment is found to be necessary, after veterinary guidance we shall administer either a tablet of CAPSTAR or Johnsons4Fleas, which is a short term solution to kill the fleas, but it does not kill any eggs/larvae. You will then be advised to treat your cat with his appropriate spot-on flea treatment when returning home again. The medication cost will be £10 plus £15 fee to cover the time and expense incurred of re-sanitisation of accommodation, bedding and furnishings.

## *Delivery and Collection*

Delivery and Collections are by appointment only. We will always aim to accommodate you.

If cats are not collected within 14 days of the date on which he/she is due to leave the cattery and no communication is received from the Owner, a decision to rehome the cat/s will be made at the cattery owner's discretion.

## *Deposits and Days Charged.*

All new customers and for stays of two weeks or more a non-refundable deposit of £50 or full booking fee (whichever is lower) should be paid at the time of booking. Any deposits paid shall be deducted from the final invoice at departure.

Payment is by debit card or cash at time of collection. Day of arrival, departure and all days booked are charged for.

## *Cancellations and Short Notice Date Alterations Policy*

### **21 Days Cancellation and 7 Day Late Change Notification**

All cancellations and late date changes must be made in writing, preferably by email.

A non-refundable deposit of £50 or the full booking fee (whichever is lower) should be paid at the time of booking.

**For confirmed bookings which are cancelled more than 20 calendar days prior to the booking start date**, the deposit will be credited to your account.

**For confirmed bookings which are cancelled within 21 days of arrival date**, full fee will be charged unless we are able to re-let the space at short notice. An invoice will be issued for the cancelled booking (if you have holiday insurance, the insurance company may reimburse you).

**For confirmed bookings where dates are shortened within 7 days of arrival date**, full fee will be charged unless we are able to re-let the space at short notice

## *Room Changes*

Where booking dates are required that cannot be fulfilled in the same room, if availability allows, we can offer room changes which incur an additional fee of £10 per change which covers the additional time and costs of re-sanitisation of rooms. Where cats from the same household are accommodated together in the same room, we reserve the right to separate the cats if necessary ie not getting along whilst in the cattery environment. The appropriate charges will apply.