

PURRFECT BOARDING CATTERY, WEYMOUTH

TERMS AND CONDITIONS

A warm welcome awaits you and your cats at Purrfect Boarding Cattery.

We are **OPEN** on Monday – Saturday (excluding Sunday's and public/bank holidays) from *8.30–11.30am and 4.30–6pm. (*CHECK-IN is AFTER 9.30am)

On arrival you will be required to provide required information and sign a completed registration form, filled out by a member of the Purrfect Cattery staff, in agreement with all the things discussed for your booking and an understanding of our following boarding Terms & Conditions:

DROP OFF AND COLLECTION

- All cats must arrive in their own carrier (one per cat). This must be suitable for the cat, sturdy and in good repair. The carrier remains the responsibility of the owner until handed over and the registration form signed.
- You are welcome to bring items for your cats to help them settle, however we cannot be held responsible for any damages to these items. We will return these items to you on collection.
- Your registration form will be signed in agreement with the booking requirements, including arrival and collection dates, name and address of cat owner, emergency contact details, veterinary details and the person signing it is agreeing with these Terms & Conditions. This also includes consent that we may contact or visit their vet if absolutely necessary, at the cost of the owner.
- If your cat is being collected on your behalf, you are signing their registration form with consent to that arrangement. We will require their full name and contact number in advance. Please inform them of our opening times.
- In the event of a special collection arrangement, we will cooperate as much as possible and will always prioritise the health and comfort of your cat. Please let us know if this will be a requirement at the time of booking.
- Our opening times are shown at the top of this policy, also on our website, Facebook page and on the door of our property. **PLEASE DO NOT ASK US TO OPEN ASIDE OF OUR OPENING TIMES.**
- Parking at the property is at your own risk. We have made parking slots on our driveway for your convenience, there is also free road parking at the front of the property and either side roads. We do not take any responsibility for any charges or disagreements from neighbours if you are parked in their way. We are happy to help you to and from your car if parking is difficult.

HEALTH AND MEDICAL

- All boarding cats must have a valid and **UP TO DATE VACCINATION CARD** supplied by their vet. This must show that they have had their yearly booster vaccine against Feline Flu and Enteritis. Failure to provide a formal document from the vet will result in us not being able to board your cat. If their booster is due near to their boarding date, we request that it is done two weeks prior to their stay.

The proof of vaccination must be in printed form and will be kept at the cattery throughout their stay and returned to you on collection.

- All boarding cats **MUST BE SPAYED or NEUTERED.**

- All boarding cats **MUST HAVE UP TO DATE FLEA AND WORMING TREATMENTS**. These must be vet recommended treatments (a flea collar is not acceptable for boarding purposes).
If we are required to treat a cat against fleas, it will be via their vet. The cost of treatment, vet visit and a deep clean of their chalet will have to be chargeable to their owner and added to their final bill.
- We offer to administer medication to your cat at the time of booking. However, we reserve the right to ask for veterinary help or assistance if it is deemed necessary. We will record your cats eating habits, if they don't finish a meal containing medication, then we will not administer any more medication until it is next due. We will update their records and inform the owners at collection.
- We are trained to give insulin to diabetic cats. Insulin will be stored in our fridge and instructions will be required in writing by their owner. In any attempt to inject an unwilling cat may result in their vet being called. **Please ensure you provide us with enough INSULIN, SHARPS, NEEDLES/PEN (pen must be fully loaded and ready for use) and SHARPS BIN, fully labelled.**
- Cats who show signs of ill health may need to go into isolation. Their own veterinary practice or our licensed practice may offer to isolate them for you, at your cost. We are happy to arrange for you or your emergency contact to take your cat home, if that is your preference. We will take emergency contactable details from you on the registration document at check-in.
- If your cat becomes ill during their stay at Purrfect Cattery we will contact their own vet. If necessary, we reserve the right to contact a more local vet if it is difficult to see their own. The cost of seeing a vet will be applicable to the cats owner. When you sign your cats registration form you are authorising us to see or contact a vet if we feel it is required.
- If we think your cat is suffering with stress or anxiety we will endeavour to help with that and may change their feed or apply an animal safe calming spray to their chalet. Our aim is to ensure they are calm and as happy as possible.
- If your cats are boarding together (only cats from the same household can do this) and we feel it is necessary, we reserve the right to separate them if necessary and charge accordingly.
- Cats are boarded here at the risk of their owner and it is a boarding condition that they arrive generally fit and healthy so that we can look after them in the best possible way. We cannot be held liable for unexpected illness or death of animals in our care.

BOOKINGS AND CHANGES TO BOOKINGS

- We accept bookings for three days or more.
- If your booking or any other information regarding your cats' stay changes, please contact us a.s.a.p. on: [01305 776200](tel:01305776200) or via: purrfect-cattery.co.uk.
- In the event of extending your booking, it may be necessary to move your cat to a different chalet or holding area. You will be required to pay the usual daily rate for any extra days.
- We cannot be held responsible to make changes for special occasions or visits to your cats, including couriers/transportation, vet appointments/operations. These arrangements must be made by the cats owner in advance of boarding. We cannot be held responsible for any paperwork, medication or special items for anything other than their regular boarding requirements.

RATES and PAYMENT

- Our tariff is chargeable at a daily rate, including the day of arrival and day of departure. Any offers or discounts will be agreed in person with the cattery staff.
- **BOOKINGS CANCELLED LESS THAN ONE WEEK IN ADVANCE WILL BE CHARGED IN FULL AT THE ORIGINAL RATE QUOTED.**
- You will be expected to pay for the full booking you have made, even if you collect your cat early.
- The cost of boarding your cat/s is advised by the cattery owner or staff. If you have any questions about or rates, please ask at the time of booking.
- **INCLUDED** in their stay – feeding regime (we try to follow their regular pattern), fresh water, bowls, litter tray, wood pellet litter, heating, fans and cuddles!
- **EXCLUDED** in their stay – veterinary costs (or others mentioned above) and food. We ask that you provide your cat's food for boarding (or cover the costs if we have to provide food for you).
- We accept **CASH, BANK TRANSFER (BACS), CARDS (or CHEQUES in advance)**. Please understand that we will charge for the total number of days that you booked them in for, unless extended or altered by the cattery owner.

LAST BUT NOT LEAST

- We are very happy to offer **CARE, ATTENTION, LOVE and SECURITY** to your cats on your behalf. This includes (if your cat allows) brushing, stroking, cuddles and playing.

At Purrfect Cattery we are **FULLY LICENSED and INSURED**

Our helpers are **FULLY TRAINED AND RISK ASSESSED**

Our sanitisers (hand/cleaning products) are DEFRA approved for animal handling and care.

If you have any questions or do not understand some of our Terms & Conditions, then feel free to ask us. We aim to make the boarding process a happy, straightforward and secure experience for you and your cat.

We are happy to provide you with updates of their stay and will reply to your messages when we can. A photograph of your cat will be sent via Facebook Messenger or WhatsApp ON REQUEST.

**WE LOVE LOOKING AFTER YOUR CATS AND HOPE THEY ENJOY THEIR
EXPERIENCE AT PURRFECT BOARDING CATTERY.
WHILE THEY ARE WITH US, THEY BECOME A MEMBER OF OUR FAMILY!**

Many thanks, Alison and Roy Wilcocks