

## TERMS AND CONDITIONS

We reserve the right to vary these terms and conditions periodically. Changes will be published on our website.

### THE CONTRACT BETWEEN US

By confirming your booking by paying a deposit you are agreeing to our terms and conditions.

### FEES

Fees are charged per day and include day of arrival and day of departure.

The minimum stay is 3 days. A short stay supplement is payable on stays of 3, 4 or 5 days.

Over Christmas and school holidays a minimum 7 day stay must be booked unless special arrangements are made – please ask.

We may give a discount for bookings of 30 days or more. Please ask for details.

Double room rate is charged on Christmas Day, Boxing Day, New Year's Day and Easter Sunday.

Prices are inclusive of heating, food from our menu and administration of medicines.

A non-refundable deposit of 25% of the boarding fee is required to secure your booking.

Deposits must be paid within 5 days of making the booking.

The balance of the boarding fee is due 7 days prior to arrival. We will send you a reminder.

Payments may be made by direct bank transfer, cash or cheque.

Boarding prices are reviewed at the end of each year, and changes are effective from 1<sup>st</sup> January. If you do not agree with any price increase that may affect your booking, we will give you an opportunity to cancel the booking without penalty.

### MAKING CHANGES TO THE DATES OF YOUR BOOKING

If you need to move the dates of your booking, the deposit is transferrable provided the new dates are within 30 days of the original start date, subject to availability. There is no administration fee for moving the dates.

If you need to reduce the number of days originally booked, the cancellation policy below will apply to the days cancelled. You will lose your deposit on the cancelled days and additional cancellation fees may be payable depending on the amount of notice given.

If you collect your cat(s) before the end of the period booked, no refund will be made for days not used.

## CANCELLATIONS

All cancellations must be made in writing, preferably by email. The deposit paid at the time of booking is non-refundable. Cancellations made less than 28 days prior to the booking start date will incur an additional cancellation fee of 25%. Bookings cancelled less than 7 days prior to the booking start date must be paid for in full. We may be able to refund part of this if we are able to fill your place. These fees apply to the cost of the whole booking if you are cancelling completely, or to any individual days that are cancelled as part of a booking. If you have travel insurance, you may be able to claim.

## CHECK IN AND CHECK OUT

We use an appointment system for arrivals and departures. If you are running early or late for your appointment please let us know. If there is another customer at the hotel when you arrive, you will be asked to wait outside in your car until they have left.

Appointments are available between:

Monday to Saturday            09:15am – 11:30am and 4:00pm – 5:30pm

Sunday                            09:15am – 11:30am

We board cats all year round including Christmas and New Year.

We are closed for arrivals and departures on Christmas Eve, Christmas Day, Boxing Day, New Year's Day, and Easter Sunday.

## DROPPING OFF YOUR CAT

We would normally expect cats to be brought to the cat hotel by their owners. We need to discuss your cat's health and care with you on arrival. If someone else is going to be bringing your cat(s) you must inform us of this in advance so that a telephone check in can be arranged.

## EMERGENCY CONTACT

We require an emergency contact number for a friend, relative or neighbour in case you are uncontactable. A contact number for a standby collector (if different) should also be provided in case you are delayed, as we cannot guarantee to be able to board your cat(s) for extra days. Your emergency contact must be someone who is not travelling with you.

## FAILURE TO COLLECT

If you fail to collect your cat(s) within two weeks of the agreed pick up date, and all attempts to contact you or your emergency contact have failed to get a response, your cat(s) will become the property of Cawthorne Cat Hotel and may be re-homed.

## NEUTERING

All cats over 6 months of age must be neutered or spayed. Unneutered cats will be refused entry.

## VACCINATIONS

All cats must be vaccinated against feline infectious enteritis, feline herpesvirus and feline calicivirus. Vaccination against feline leukaemia is optional. Vaccinations must:

- have been within the last twelve months
- be valid until the end of your cat's stay

If your cat has not been vaccinated before, or their vaccinations are out of date and they require a restart, you will need to allow a month to get a new course of vaccinations completed before arrival. This includes two sets of vaccinations given 3 weeks apart. The second set must be completed at least 7 days prior to boarding.

Annual boosters can be given right up to the day of arrival.

If your cat is staying with us for a long stay, we are happy to take them to the vet for vaccination when due, with your agreement. You will be responsible for the cost of the vaccinations and a transport charge.

You must bring proof of your cat's vaccination status with you. If this paperwork is not in order on arrival, your cat will be refused entry.

## FLEA AND WORM TREATMENTS

Please ensure your cat's flea and worm treatments are up to date before arrival. If fleas or worms are found, appropriate treatment will be administered and charged accordingly. If this action is necessary we will take all reasonable measures to notify you in advance of any treatments given. You will need to pay for any treatments given on collection.

## CATS WITH MEDICAL CONDITIONS

If your cat has a medical condition or requires regular medication you must inform us of this at the time of booking so we can assess whether we are able to board your cat. If your cat develops a new condition after you have made a booking, but before their stay, you must inform us as soon as possible.

## CATS WITH BEHAVIOURAL ISSUES

If your cat has a history of behavioural issues at home, staying at another cattery, or at the vet, you must inform us of this at the time of booking so we can assess whether we are able to board your cat. Examples of behavioural issues we need to know about include toileting outside the litter tray, and aggression for example at the vet, towards strangers, or when loading into their carrier.

## YOUR CAT'S HEALTH

We reserve the right to refuse admission of any cats showing signs of illness pending veterinary advice. If your cat is unwell, you should discuss with your vet whether they are well enough to go into boarding.

If your cat should become unwell during their stay, we will refer them your vet (if they are in our local area) or to our own vet. We will always attempt to contact you or your emergency contact first.

All of the above will be undertaken at your expense and you will need to pay any fees on collection.

Although your cat is insured during their stay with us, our insurance does not cover pre-existing conditions and it is always advisable that cats are individually insured by their owners.

Cats are boarded at the sole risk of the owner and whilst every care will be taken, Cawthorne Cat Hotel cannot be liable for illness, injury or death of any animal in their care.

### CATS SHARING ROOMS

Only cats from the same family home may share a room, at the owner's request. We reserve the right to separate the cats if necessary, i.e. if they are not getting along. The appropriate charges will apply.

### THINGS TO BRING WITH YOU

- Current vaccination certificate for each cat
- Any foods your cat needs which are not on our menu
- Medication if applicable
- Favourite toys, blankets, bed, brush, etc.

### CONSENT

I give consent for Cawthorne Cat Hotel to consult a vet in the case of illness, suspected illness or injury, and to administer any prescribed treatments that the vet considers necessary.

I give permission for worm / flea treatment to be administered if necessary.

I give consent for euthanasia should this be recommended on humane grounds by the vet caring for my cat, in consultation with my own vet.

If applicable, I give consent for cats from my own household to share a room or be separated if Cawthorne Cat Hotel deems it necessary for their welfare.

I understand that every attempt will be made to contact me or my emergency contact prior to any of the above actions.

All of the above will be undertaken at my expense and I will pay any fees on collection.