

## 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.

### PAYMENT

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

A minimum boarding fee of three day's stay applies (this covers the cost of deep cleaning).

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

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

Prices are inclusive of heating, food 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.

If you need to amend 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 transaction fee for changing the dates.

The balance of the booking fee is payable at check-in.

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

Payments may be made by direct bank transfer or cash.

If you make a change to a booking less than 14 days prior to arrival and the number of days is less than originally booked, you will still be charged the full amount of the original booking. If you reduce the length of a booking by more than 3 days, this will be treated as a cancellation.

If you collect your cat(s) before the end of the period booked, you will still be charged for the full period booked.

Boarding prices are reviewed annually and changes are effective from 1<sup>st</sup> January. Please check prior to booking for the following year. If you do not agree with any price increase that may affect your booking, you can cancel the booking without penalty.

## CANCELLATIONS

All cancellations must be made in writing, preferably by email. Cancellations made less than 28 days prior to the booking start date will incur a cancellation fee of 25%. Cancellations made less than 7 days prior to the booking start date will incur the full booking charge. We may be able to refund part of this if we are able to fill your place. An invoice will be issued for the cancelled 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.

Our opening hours are:

Monday to Saturday            09:15 – 12:15 and 15:30 – 17:30

Sunday                            09:15 – 12:15

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 Eve, 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 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.

## 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 numbers have failed to get a response, your cat(s) will become the property of Cawthorne Cat Hotel and may be re-homed.

## 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
- have been at least seven days prior to boarding

- be valid until the end of your cat's stay

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.

Please bring a copy of your cat's vaccination card with you.

### HEALTH AND WELL-BEING

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.

We reserve the right to refuse admission of any cats showing signs of illness pending veterinary advice. Owners must inform us at the time of booking and arrival of any medical history which may affect the cat's stay, including any pre-existing or recurring medical conditions.

All cats over 6 months of age must be neutered or spayed.

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.
- Prescription food / 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 also give permission for worm / flea treatment to be administered if necessary.

I also 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 my cats 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.