



CALCUTT CATTERY

Calcutt Farm, Calcutt Lane, Broadwell, Warwickshire CV23 8HY
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TERMS AND CONDITIONS

Please familiarise yourself with the following Terms and Conditions BEFORE bringing your cat to board

- Rates are charged on a daily basis including the day of arrival and departure and include all food (except prescription diets), beddings, litter, chalet heating and insurance (see details below on veterinary fees).
- Sharing of accommodation is only available to compatible cats from the same household.
- Cats over six months of age are only accepted if neutered/spayed.
- Less than three days stay is permissible but the minimum charge is for three days boarding, with the exception of the Christmas period (20th December to 2nd January) when the minimum charge is for seven days.
- Provisional bookings will only be held for a maximum of five working days.
- Customers may be required to provide a deposit of up to 50% of the total boarding fee when booking a long term stay to secure the booking and/or pay the full boarding fee at the time of boarding.
- Customers will be expected to pay a one day fee (in line with our published fees) based on the cat/s staying as a non-refundable deposit upon confirming a booking.
- **Calcutt Cattery must be informed BEFORE THE DROP OFF DAY** by the owners of any changes to their reservation. Failure to do so will result in being charged for the full reserved booked period. If you are shortening the days required or you need to increase your stay we may be full and unable to take your cat for extra days.
- Cats cannot be released until full payment is received.
- Please be aware that if you are booking boarding for the following year, the tariff may have altered from the time of booking to when you board, as prices are reviewed each year.
- Cats must be transported in a secure and suitable pet travel carrier.
- Calcutt Cattery require a contact number of a friend, neighbour, relative or owners mobile phone number in the event of a delay or problem or if you intend collecting your cat in the afternoon or evening you will need to arrange for someone to collect your cat on your behalf should you be delayed, as we cannot guarantee to be able to hold your cat for an extra day. Please inform Calcutt Cattery of the standby collectors contact details when you drop your cat off for boarding.
- All belongings are left at the owner's risk. Any items left unclaimed by owners after two months following boarding will be disposed of.
- Any treatment deemed necessary for the cats comfort and well being: i.e: worming, flea treatment, etc., will be carried out at the managements discretion and charged to the owner.
- **Cats will NOT be accepted for boarding without their current vaccination card for immunisation against flu and enteritis.** If you are unsure of whether your cat's vaccinations are up to date please contact your veterinary surgery.
- Owners must inform Calcutt Cattery at the time of booking or arrival of any medical history concerning your cat/cats.
- Calcutt Cattery will administer medication to manageable cats. However, should a cat risk causing harm to cattery staff or to itself whilst medication is trying to be administered resulting in it being impossible to treat the cat, then it may be necessary for the cat to be cared for by a veterinary surgeon either at the cattery or at the veterinary surgery. Any veterinary fees incurred in this will be charged to the owner of the cat.
- An additional daily rate charge will be applied if the administration of medication incurs additional staff time e.g diabetic cats.
- Calcutt Cattery reserves the right to refuse admission of any cat showing signs of illness pending veterinary advice.
- The grooming of cats will be carried out as necessary and it is appreciated if owners bring their own grooming equipment. However, Calcutt Cattery will not be responsible for grooming any cat that gets distressed or risks causing harm to staff whilst being groomed.
- Calcutt Cattery will be responsible for any veterinary fees (up to £ 700) incurred through a problem developing with a cat whilst being boarded. Calcutt Cattery will not be responsible for any veterinary fees incurred whilst boarding for a cat that has entered the cattery with an ongoing or reoccurring medical condition and these fees will be charged to the owner.
- In the event of accident or illness the cattery veterinary surgeon will be called to attend or the cat may be removed to a veterinary surgeons care at the discretion of the proprietor or management of the cattery. If contact of the owner or the owner's representative is not possible any treatment deemed necessary will be carried out without the owners consent.
- Whilst every care and precaution is taken with every cat boarded at Calcutt Cattery, the proprietors cannot be held responsible for any illness, disease or death that may occur during boarding.
- Customers will be charged £10 for out-of-hours drop off/collection appointments. Our opening times are 10.30am-12noon and 4-6pm weekdays and 10.30-12noon weekends.