

# BOOKING TERMS & CONDITIONS

1. All cats must be vaccinated against the upper respiratory infection cat flu & feline infectious enteritis. An up to date vaccination record card must be provided on arrival. There cannot be any exceptions. Primary & overdue vaccinations (3 months or more from the last booster vaccination) will require two injections 3-4 weeks apart & to be able to accept cats into our care, these two injections must be completed 7-14 days before arrival at the cattery. This will mean that they will have become fully protected. Please allow sufficient time.

2. We cannot accept un-neutered male cats over 7 months of age.

3. We strongly advise cats should be treated against fleas & worms before arrival. We would highly recommend treatments advised by your vets. If fleas or worms are suspected then the appropriate treatment will be administered at an additional charge to be paid upon collection.

4. No cat suffering from, or suspected to be suffering from any infections or contagious disease can be accepted. We reserve the right to refuse admission of any cat showing signs of ill health. It must be appreciated that this is essential in order to safe guard the health of all cats boarded.

5. If, however, your cat falls ill whilst in our care, they could be covered by our insurance up to the policy maximum. Please let us know if your cat falls ill after leaving the cattery & veterinary advice has been sought as your cat could still be covered by our insurance within 72 hours after being picked up from the cattery.

6. I agree that in the case of suspected illness, a veterinary surgeon may be contacted, my cat examined & investigations performed if required (e.g. blood tests, x-rays).

7. I agree to the cattery administering any prescribed treatments the vet considers advisable. Any tests & treatments will be given at my own expense.

8. Should I or my emergency contact be uncontactable and my cat/s fall critically ill, I give consent for euthanasia should this be recommended on humane grounds by the veterinary surgeon caring for my cat, in consultation with my own or alternative veterinary surgeon and/or contact person.

9. For any pairs or multi-cat family, behaviour towards each other will be monitored and may be separated if we feel the cats are aggressive towards each other, become stressed within the group or due to illness. Additional fees will apply.

10. No refunds can be made for late arrivals or for the remaining days of a cat’s early departure.

11. PLEASE ENSURE that all cats arrive in a SECURE carrier. Cardboard carriers for example are not suitable.

12. In the event of an animal not being collected after 7 days of the departure date, we will try to trace/communicate with the owner /emergency contact before proceeding with legal action. If the owner/emergency contact does not make suitable arrangements for the cat to be collected then we reserve the right to organise rehoming of the cat.

Cancellation Policy:

13. Any booking cancelled 8 to 14 days (inclusive) of the boarding shall be subject to a 25% cancellation fee. Bookings cancelled within 7 days (inclusive) of the boarding shall be subject to a 50% cancellation fee. Separate policy for Christmas and New Year periods, as follows:

14. Any bookings that fall over the Christmas or the New Year period (24th December – 2nd January) we will require a 50% deposit on booking. This will be refunded to you, should the booking be cancelled 21 days, or more, before the boarding commences. The remaining balance to be paid on or before arrival.

15. Boarding fees are required before or on arrival. We accept cash cheque or bank transfer.

16. Minimum boarding fee of 2 days applies to all bookings.

Privacy Notice:

17. I authorise Hickstead Lodge Cattery to hold my personal contact information and understand that this shall remain on the cattery database to assist future bookings. I acknowledge that I may request this information to be removed at any time – provided I am not currently utilising the cattery’s services.

18. By signing these terms and conditions, I acknowledge that this acceptance will be used for all future bookings.

Hickstead Lodge Cattery.

Updated: June 2020

I UNDERSTAND AND ACCEPT THE ABOVE TERMS AND CONDITIONS.

SIGNED………………………………………………… DATE…………………………………

PRINT NAME………………………………………………