

BOOKING TERMS

AND

CONDITIONS



ACORN CATTERY WEST SUSSEX LIMITED

Acorns, Coolham Road, West Chiltington, West Sussex, RH20 2LT.

Owner information

Owners name:

Address:

Telephone number:

Email address:

HEALTH

1. All cats MUST be vaccinated against the upper respiratory infection cat flu & feline infectious enteritis & have an up to date vaccination certificate that you will need to bring on arrival.
2. Cats must be treated against fleas, ticks & worms before arrival.
3. 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 to any cat showing signs of ill health, pending advice from the veterinary surgeon. It must be appreciated that this is essential in order to safe guard the health of all cats boarded.
4. We would also like to know if your cat has any health issues or on any special diet/medication & if recently, or in the past been involved in any sort of accident.
5. We accept cats on medication including diabetics provided your vet is happy for your cat to be cared for in a cattery. PLEASE CLEARLY LABEL medication with current dose & times given.
6. For any multi-cat family, behaviour towards each other will be monitored and will be separated if we feel the cats are aggressive towards each other or become stressed within the group.

CHARGES AND PAYMENTS

7. Customers are charged for every day or part day their cat is boarded, unless collection is made on the booked day of departure before 10am Mon - Fri or by 11am on Sundays. (We work the same as a hotel, this allows flexibility for drop offs and collections).
8. Full payment to be made on arrival or cleared payment on day of collection at the cattery.
9. If the animal boarding is not collected within 14 days of the date on which it is due to leave the cattery and no communication is received from me by the cattery owner, my permission is given to sell or otherwise dispose of the animal at the cattery owners discretion.
10. Should the length of stay be terminated early by the customer, a refund from the following days boarding to the original booking end date may be made. Any refunds are made at the discretion of the management.
11. Any refunds shall be made by cash, cheque or bank transfer.

AUTHORISATION FOR VETERINARY TREATMENT

12. I GIVE PERMISSION FOR WORM/FLEA TREATMENT TO BE GIVEN IF NECESSARY TO MY CAT/S BOARDING AT ACORN CATTERY.
13. I AGREE THAT IN THE CASE OF SUSPECTED ILLNESS, A VETERINARY SURGEON MAYBE CONTACTED, MY CAT EXAMINED & INVESTIGATIONS PERFORMED IF REQUIRED (EG BLOOD TESTS, XRAYS).
14. I AGREE TO ACORN CATTERY ADMINISTERING ANY PRESCRIBED TREATMENTS THE VET CONSIDERS ADVISABLE.
15. I UNDERSTAND THAT THE TESTS & TREATMENTS WILL BE GIVEN AT MY OWN EXPENSE.

16. I ALSO 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, we cannot be held responsible for loss, either from illness or any other cause.

ADDITIONAL INFORMATION

Scratching logs, toys, litter trays, bowls, bedding & heating will all be included but feel free to bring what you like from home like their favourite bed, toys or a t-shirt with your scent on. Anything you feel that may make them feel more at home although we would kindly ask you not to bring your own litter trays.

We have 46 chalets and do prioritise the larger runs for families of cats, we cannot always guarantee these will be available.

Each pen is cleaned on a daily basis. Equipment within each pen (including beds, toys, dustpan & brushes etc) are thoroughly disinfected between boarders with Anistel or vira care products, both are a safe, high level and Defra approved disinfectant.

FEEDING & SPECIAL REQUIREMENTS

We endeavour to provide all cats with the same diet as they are used to at home to reduce any tummy upsets although if your cat/s is on a special prescription diet we will require owners to provide this.

We routinely feed twice a day but realise kittens or older cats may require an alternative routine and we cater for any extra needs.

We know & respect that every cat each has their own needs, routine & personality, therefore we try & meet those needs wherever possible for individuals.

OPENING HOURS

MON- SAT: 9am-10am & 4pm -5pm

SUN and Bank holidays; 10am-11am

CLOSED BANK HOLIDAYS, including CHRISTMAS DAY, BOXING DAY & NEW YEARS DAY.

Please note that we are a small independent cattery run from our family home so would kindly ask customers to come between these opening times only unless prior arrangements have been made.

We welcome viewings but are by appointment only outside the opening hours.

Owners are requested to carry their cats in a strong and secure travel carrier for the journey to & from our cattery.

We would recommend that you keep your cat/s indoors the night before you bring them to us, or that cats are settled in to our cattery the day before your trip as they can tend to go missing once they spot the cat carrier. We would hate for you to miss your flight or travel plans.

We accept cash, cheques, or bank transfer.

We require payment when you pick up your cat/s

For long term boarding payment terms to be agreed with the cattery manager.

I UNDERSTAND AND ACCEPT THE ABOVE TERMS AND CONDITIONS, THE TERMS AND CONDITIONS WILL BE VALID FOR ALL FUTURE STAYS AT ACORN CATTERY, YOU WILL BE NOTIFIED WITH ANY CHANGES.

SIGNED.....

DATE.....

PRINT NAME.....