

TERMS & CONDITIONS FOR BOARDING CATS AT DENMEAD CATTERY.

Please understand that the following Terms & Conditions are designed to protect the health and wellbeing of the cats in our care. They are the basis of which we accept cats into our cattery and they constitute an agreement between Denmead Cattery and the owner. It must be clearly understood and agreed that all cats are accepted at the owner's risk.

Vaccinations: An up to date vaccination card (against feline flu and feline enteritis) as supplied by your vet, must to be shown before any cat can be accepted into the cattery. Vaccination cards will be retained during your cat's visit or a copy will be taken for our records. Cats will not be able to enter the cattery without proof of vaccination.

Health and Wellbeing: All cats over 6 months of age must be neutered. Please inform us of any notable medical treatment your cat may have received in the past. We will be happy to administer medication according to your instructions without any additional costs. Medications must be provided in their original packing and instructions of your veterinary surgery. The cattery cannot be made accountable should your cats refuse to take the medication. In this case we will advise with the owners and their vet how to proceed. The cattery reserves the right to refuse to board any cat that we find to be of aggressive temperament or too sick to stay with us. If your cat should unexpectedly appear unwell whilst in our care, the management reserves the right to contact the service of a veterinary surgeon of their choice. Clients are fully responsible for any veterinary bills as well as a mileage and visitation fee which will apply. Only cats from the same household are permitted to share a pen. If in the unfortunate event a cat should pass away whilst in our care, the owner will be contacted (unless instructed otherwise). The deceased will be taken to the vet for safe storage until the owner's return.

Fleas and Worms: All cats should have been treated for fleas and worms before coming into the cattery. Please ensure you are using a flea treatment recommended by your vet. In the event that we find fleas, flea dirt or evidence of worms on your cat or in the pen, your cat will be treated immediately. The cost of the treatment and the cost of the additional cleaning of the pen will be added to the owner's bill.

Hygiene: Our pens and all items used in the cattery are cleaned to a very high standard. Pens are cleaned daily and no items (toys, blankets or cleaning items) are transferred between cats. Pens are thoroughly disinfected between use. This ensures that the possibility of any cross infection being passed between cats is minimised.

Food: We stock a large range of cat food, both wet and dry. We endeavour to feed your cat the same food they enjoy at home, so please let us know your cat's feeding requirement when booking your cat in. We please ask you to bring along prescription food or any special diet and make sure your cat has enough for their whole stay. No deductions are made if customers prefer to bring their own food. Cats are fed twice a day and those with special dietary requirements according to their needs.

Personal Items: We encourage owners to bring along any favourite bedding, blankets or toys. Familiar smells and sights will help your cat settle in quicker. Please make sure the items are clean and have been treated against fleas. We will of course provide a range of blankets, beds and toys for your cat's stay as well. Whilst every care is taken, we cannot accept any responsibility for damage or loss of property such as collars, grooming equipment, toys or beddings.

Bookings: Clients will be required to pay a non-refundable deposit for their booking. Charges apply for all the days, or part of the day, your cat is staying in the cattery. Please note that you will be charged for the whole period you have booked. If you should pick up your cat/cats early you will still be charged for the entire stay. Payment can be made by cash, cheque or via bank transfer. Our bank details are: S J MCMURRUGH Sort Code: 20-69-40 Acc Number: 00979589. We reserve the right to revise our prices when necessary. All prices quoted will be at the rate of the time of booking. However, all prices charged will be at the rate at the time of boarding. All the current charges are displayed in the office and on our website.

Non- Collection: We reserve the right to rehome any cat not collected within 14 days of the agreed collection date and where no communication with the owner has been successful.

Privacy: All details of our customers and their cats are kept in a secure filing system. We do use photographs of the cats boarding with us and share them on social media and on our website. Please let us know should you object to this. This agreement is legal and binding, so please read it carefully and fully before signing. This agreement is valid from the date below and whenever Denmead Cattery services are used.

Owner's Signature: Date: Owner's Name (Print):