Harewood Cattery

**Terms and Conditions**

Please read carefully as our terms and conditions are designed to safeguard the health and well-being of your cat.

**Booking Policy**

* All arrival and departures to be by appointment within our opening times, made at time of booking.
* Please ensure that your cat is delivered and collected in a secure cat carrier which may be left with us during their stay.
* All cats must be fully vaccinated and treated for worms and fleas.
* Only cats from the same home may share a unit.
* Un-neutered male cats over the age of seven months cannot be accepted for boarding.
* Please remove your cat’s collar for its safety.You are welcome to bring personal belongings with your pets, such as bedding and toys, in a safe, clean and parasite free condition.
* Please discuss any special dietary or medical requirements when making a booking.
* We can offer a collection and delivery service for a fee. Please enquire when making your booking.
* We require an emergency contact number while you are away
* We do have a minimum stay period over Christmas, New Year and Bank Holidays, please enquire at time of booking.
* All cattery bookings are subject to availability.

**Customers and Visitors**

* Customers please enter Reception when dropping off or collecting your cat. Owners are not permitted to enter the cattery units except under special circumstances. This is to ensure our boarding cats are not unduly disturbed and to maintain the health and safety of cats and customers.
* We appreciate that prospective clients need to be confident that their pets will be well cared for and we fully encourage owners to visit our premises before making a booking. This will be strictly by appointment and no more than two people please.

**Arrivals and Departures Times**

* On arrival please deliver your cat to the Reception area only.
* At time of booking, we will request that you provide us with arrival and departure times. These are to within our scheduled opening times, although we will be as flexible as possible for special circumstances.
* We appreciate that our customer’s plans may change and your reservation dates will need to be extended. Please call us as soon as possible if you cannot pick up your pet on the scheduled time/date.

**Fees**

* All dates booked will be charged. We charge a daily rate, not a nightly rate, so the day your cat arrives and the day your cat leaves will be charged. Fees must be paid in full on the day of collection. Fees can be paid either by Cash, Cheque or by bank transfer.
* Fees are inclusive of bedding, main brand cat food and heating for your pet. If you prefer to provide an alternative brand or specialist dietary/prescribed food customers should provide this. There is no discount for providing your own food.
* Cancellation fees apply if notified within less than 7 full days of commencement of boarding at 25% of booked boarding cost. If a definite booking is made but not kept and no notice of cancellation is given, you may be liable for payment for the full period booked. In the event of a cat being removed before the end of the period booked, we reserve the right to charge for the full period booked.
* We reserve the right to charge customers a late collection fee if they do not collect their pets on the specified collection day and do not give us adequate notice beforehand.
* We can offer a collection and delivery service for a minimum charge of £10 per trip plus 50p per mile.

**Vaccinations**

* All cats must be vaccinated against Feline Parvovirus also known as Feline Enteritis; Feline Panleukopenia and feline respiratory viruses (Feline Herpesvirus and Feline Calicivirus). Primary vaccination must have been administered no less than ten days prior to boarding. Owners must produce an up to date vaccination Certificate on arrival.

**Fleas and Worms**

* We request that cats are treated for worms and for fleas at least 2 weeks prior to boarding.Please note that flea collars are not considered adequate protection. We reserve the right to apply flea or worm treatment to any resident cat found to have infestation. The cost of treatment will be charged to the owner.

**Medication/Illness/Vet**

* We are happy to administer any medication, including injections, which have been prescribed by a vet, provided full and clear instructions are left by the owner. There will be an extra charge of £5.00 per day for the administration of medication and for Diabetic cats.
* No cat suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted. All cats will be examined on arrival and we reserve the right to refuse admission to any cat showing any signs of ill health pending advice from our veterinary surgeon.
* In the case of an illness or emergency during your cats stay we will always attempt to contact your own vet first or if this is not possible we will ask our own vet to examine your cat. There will be an extra charge for transportation to the vet of £10 per visit. In the unlikely event of death or escape of a cat, owners or registered emergency contact will be notified immediately and the necessary steps taken.
* Only cats from the same home may share a unit. We reserve the right to separate cats for their own well-being and to charge accordingly.

**Disclaimer**

* By boarding your cat with Harewood Cattery you are agreeing to the above Terms & Conditions.
* Whilst every care and precaution is taken to safeguard the health and wellbeing of all cats, they are boarded entirely at the owner’s own risk.
* If an animal is not collected within 14 days of the stated departure date and no communication is received from the owner we reserve the right to re-home or dispose of the animal.