



# Terms and Conditions

Version V3

15th November 2021



## WILLOW TREE CATTERY

### TERMS AND CONDITIONS

Please read carefully, our Terms and Conditions are designed to safeguard the health and well-being of your cat(s).

By boarding your cat(s) with us you are agreeing to these Terms & Conditions and confirming the information you have provided to us is accurate and complete to the best of your knowledge.

1. All cats must be transported to and from the cattery in a secure pet travel carrier which we insist remain with us, as this helps the cats settle and is also available if required for transportation to the vet. We will not accept cats carried in arms or on leads.
2. The owner, by completing and submitting the Registration and Medical Form is giving consent for cats from the same household:
  - 2.1. to share a pen (subject to a maximum of 2 cats per pen) unless a specific request is made for the cats to have individual pens and
  - 2.2. for cats that are sharing and are showing signs of undue stress to be separated and to be provided separate pens
3. Cats sharing a pen are monitored to ensure that they continue to cohabit harmoniously.
4. The behaviour of individual cats is also monitored and acted upon as necessary.
5. Boarding rates are charged on a per cat per night basis and includes our stock food (Wet: Felix As Good As It Gets in Jelly/ Dry: Purina One Adult), bedding and litter.
6. If you prefer another brand of food or your cat is on a specialised Diet you will need to provide enough Food for the duration of the reservation (please note this must be branded food only).
7. Meals are served twice a day. Food will always be left available for the cats unless the owner requests otherwise.
8. We will use reasonable endeavours to feed as instructed by the owner. However alternative diets/brands may be fed if the cat is not eating its usual diet.
9. If there are any special requirements, dietary or physical, or specific conditions for your cats care we must be advised at the time of booking. If we are not notified of such requirements or conditions, we reserve the right to refuse admission.
10. A 20% deposit (which is non-refundable) is required on booking. The payment of the deposit is needed to ensure the period of stay is reserved.
11. Full payment is required on or before the commencement of the boarding period. Cats will not be released to owners until full payment is received.
12. Should your pet be removed before the end of the booking period, full boarding fees are payable.
13. We accept payment by bank transfer, debit/credit card, PayPal or Paym. (Payments by cash or cheque are only accepted by prior agreement).
14. Cancellation or amendment of the Booking 14 or less days before its commencement will require payment of the full balance of the boarding fees.
15. Cancellation or amendments to the Booking period more than 14 days before its commencement will forfeit the Deposit paid.
16. Overnight boarding is available but there is a minimum stay fee of £18 per Cat.
17. Bookings for the Christmas and Easter Period, minimum 4 days, & New Year Period, minimum 3 days.
18. Provisional bookings will only be held for a maximum of 48 hours.



## WILLOW TREE CATTERY

### TERMS AND CONDITIONS

19. Bookings are finalised only when:
  - 19.1. a completed Registration and Medical Form is held on File,
  - 19.2. the Drop-off and Pick-up days and times have been agreed,
  - 19.3. confirmation is provided no later than 7 days before the Reservation begins that vaccinations are valid for the period of stay e.g. send us a picture of their vaccination record via email,
  - 19.4. the Deposit has been paid and
  - 19.5. a Reservation Reference assigned.
20. Boarding prices are periodically reviewed however once you have a confirmed booking the price quoted will not be impacted by any revision in our charges, the price we quote is the price you pay.
21. No Toys or Bedding will be accepted until further notice
22. We only use Catsan hygiene non-clumping cat litter or Pets at Home branded lightweight non-clumping ultra-white cat litter.
23. The drop off and pick up of cats is by appointment only.
24. Opening times are 09:30 to 10:00 and 18:30 to 19:00 Monday to Friday. Weekend and Bank Holiday by arrangement. We are only open during the hours shown and we would be grateful if you could respect our opening times, unless of course there is an emergency and we would then request you call us on the mobile number and leave a message explaining the emergency, your call will be returned ASAP.
25. We appreciate that every cat owner needs to be confident that their pets will be well cared for in their absence and fully encourage prospective clients to visit our premises before making a booking. This provides an opportunity for the client to inspect the accommodation and familiarise themselves with our terms and conditions. It also gives us a chance to discuss any individual needs that may be requested. Visits to the Cattery are by appointment only and no more than two visitors please.
26. We respectfully request that all visitors to the Cattery refrain from stroking or petting any of the resident animals. This request is in place to protect our residents from potential external infection and to protect our visitors from injury.
27. When Dropping off your cat it is our policy not to allow Owners into the Pens to protect our residents from potential external infection.
28. Out of hours Drop off/Pick up - If you would like to drop off or pick up your pet outside our normal working hours listed above, we are often able to provide an out of hours service by arrangement. There is a £20 charge for this and must be booked in advance. Please discuss with us if you wish to use this service.
29. We require an Emergency contact number for a friend, relative or neighbour should the owner be out of contact. A contact number for a standby collector (if different) should also be provided should the owner be delayed, as we cannot guarantee to be able to board your cat for extra days.
30. If the cat/cats left in our care are not collected on the correct day and time, charges will continue until the cat/cats are collected. If no further contact is made 7 days from the original collection day, the proprietor reserves the right to re-home the cat(s).
31. Cats not collected on the correct day and time may need to be moved to our Isolation Accommodation if no alternative is available
32. The grooming of cats will be carried out as necessary and it is appreciated if owners bring their own grooming equipment for their cat. If an owner has a specific grooming regime they would like followed there is a surcharge of £15 for per Cat per Grooming Session. However, we will not be responsible for grooming any cat that gets distressed or risks causing harm to staff.



## WILLOW TREE CATTERY

### TERMS AND CONDITIONS

33. Whilst every care will be taken by us all belongings are left at the owner's risk. Any items left unclaimed by owners after two weeks following boarding will be disposed of.
34. Whilst every care and precaution is taken with every cat boarded at Willow Tree Cattery, the Cattery cannot be held responsible for any loss, illness, disease or death that may occur during boarding or during transportation e.g. to the Vet in cases of emergency.
35. The Cattery does not accept any liability for any loss, damage or injury to any person or belongings whilst using or visiting the cattery, or its parking area.
36. From time to time we update the Cattery's website picture gallery with photographs of our recent cat guests. Please let the Cattery know if you prefer your cat not to be included.
37. Cats will not be accepted for boarding without valid and up to date core vaccinations.
38. The initial Course of Vaccinations and any subsequent Boosters must have been administered no less than 14 days before their arrival at our premises.
39. Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.
40. Core Vaccinations include feline parvovirus also known as feline infectious enteritis, feline panleukopenia and against feline respiratory viruses (feline herpesvirus and feline calicivirus), for further details please contact your Veterinary Surgeon
41. Vaccination cards will be retained as evidence of vaccination for the duration of the boarding period.
42. 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; therefore the proprietor reserves the right to refuse admission to any cat showing any signs of ill health, pending the advice of a Veterinary Surgeon. Owners will appreciate that this is essential in order to safeguard the health of all the cats boarded.
43. At Drop off the dates of the last worming and flea treatments are to be provided. These details will be recorded on the "Stay Sheet".
44. Any cat found to have fleas will be treated with Frontline Combo Spot On for Cats treatment. This cost together with any additional costs associated with cleaning the Cattery will be passed on to the cat's owner and payable on collection (estimate of the cost can be provided on request).
45. Cats will only be accepted for boarding if neutered as they could present an infection hazard.
46. If your cat has a medical condition or of any medical history which may affect the cats stay at the cattery of any kind, we must be notified at the time of booking and arrival. If we have not been notified of such a condition or course of medication, we reserve the right to refuse admission. All medication must be clearly marked with cat's name and come with full instructions on how to administer. If a cat has previously suffered from Cat flu it will only be accepted if your vet confirms in writing it is now fully well and not infectious.
47. We will only administer preventative medication to manageable cats when the owner has given consent by completing the Registration Form. However, should there be a risk of harm to cattery staff or to the cat itself, veterinary care may be needed. Except as otherwise set out in these terms and conditions, any veterinary fees incurred will be charged to the owner of the cat.
48. We reserve the right to contact the owner's veterinary surgeon to discuss any past or current medical problems in the event of illness or injury.
49. We will endeavour to carry out the owners preferred actions in the event of an emergency or death however it is the owner's responsibility to ensure that any required authorisations with their veterinary surgeon or pet crematorium are in place.



## WILLOW TREE CATTERY TERMS AND CONDITIONS

50. In the event of illness or injury we will refer to the owner's consent (Registration and Medical Form) for the preference of contacting the owners or our veterinary surgeon first and will make reasonable endeavours to comply with that request, we will also make reasonable endeavours to contact the owner or the owner's representative, prior to any treatment deemed necessary by the veterinary surgeon. If contact is not possible treatment will take place based on the cat's welfare.
51. Any veterinary fees incurred by us will be the sole responsibility of the owner and will be paid in full by the owner.
52. We have an isolation unit for emergency, but if your cat is too ill to remain with us, we will either call our 24/7 vet service or your own vet (both at the cost of the customer) to protect your cat and our other animals. In severe cases, your cat may have to be moved to the veterinary practice for treatment.
53. For the avoidance of any doubt, we reserve the right at our sole discretion to refuse admission to any cats showing signs of illness pending veterinary advice.
54. For the avoidance of any doubt, any treatment deemed necessary for the cat's comfort and wellbeing e.g. veterinary, worming or flea treatment, will be carried out by us at our discretion and shall be charged to the owner.
55. In the event of your cat passing away during the period of its stay with us it is the owner's responsibility to ensure any specific requests made in respect of the remains are in place
56. We reserve the right to vary these Terms and Conditions periodically upon giving you reasonable notice in writing.

### **Privacy Notice**

We understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our clients. Your personal data will only be used for communicating with you in respect of any current and/or future Reservations. We will not share your personal data with any third party without your permission.