

Terms and conditions

Bookings are accepted at Withycombe Boutique Cattery on the explicit understanding that clients agree to our terms and conditions, as outlined in this document, also obtainable from the office.

1. Indemnity

Whilst all reasonable care and precautions are taken to ensure your pet receives proper care during its stay, it is distinctly understood that no liability is incurred by the Proprietors or Manager in respect of any loss or damage to the animals through **sickness, injury, escape, or from any cause whatsoever.**

Any vet bills relating to sickness, injury, escape or any cause whatsoever will be for the owners account. No liability will be incurred by the owner of the property for any personal injury to visitors, cats or damage to vehicles whilst on the property.

2. Boarding and Payment Conditions.

- a. We reserve the right to refuse admission of animals that do not meet our criteria iro health and temperament requirements.
- b. **We do not accept unsterilized cats over the age of 6 months. Proof of sterilization might be requested.**
- c. We operate on **a strictly cash in advance payment basis, and the full period booked is chargeable.**
- d. Prices quoted apply at time of writing and **could be subject to change at any time.**
- e. Bookings are only confirmed upon receipt of your signed booking application form, the health form together **with a 50% deposit within 48hours** of the booking. The full balance is due no later than the day of check in.
- f. If it is necessary to extend your booking while away, please note we have to be notified of these date changes, and this is subject to space being available.
- g. Extras incurred while your pet stayed in the cattery will be charged to your account and must be settled at departure.
- h. There is a minimum booking fee of 4 days.
- i. No refunds are due iro early (date) collections.

3. Legal fees

Should legal aid or other steps be required to recover outstanding debts, such costs will be for the account of the owner of relevant pets.

4. Long term boarders (i.e. 30 days plus) are accepted on the basis that a special long term boarding contract including detailed payment terms is signed. Where owners will not be contactable during the period booked, the full amount is payable in advance.

- a. One month's boarding is always payable in advance, starting 7 days prior to pets arriving and thereafter, 7 days prior to the conclusion of each month
- b. Failure to adhere to these terms will result in the immediate removal of the pets.

5. Cancellations and refunds

- a. All dates booked are chargeable unless proper notice is not given, such notice period will be specified at the time of the booking.
- b. **Cancellation fees:**
*** 7 - 14 days prior to booking in - 50% of the total fee will be refund**
*** 7 days and less to booking in – 100% of the total fee will not be refunded**
- c. A cancellation fee applies iro all cancellations received as per point b.
- d. No refunds apply if less than the terms mentioned in point b.
- e. The Proprietor reserves the right to use discretion where extenuating circumstances apply.

6. Health and Vaccinations

- a. No boarders will be accepted without up-to-date vaccination certificates (within the last 12 months) iro all relevant diseases as outlined in our vaccination form obtainable from the office. **Please ensure that your pet is vaccinated at least 21 days prior to check in, we will not accept the cat if the vaccination is done in less than 21 days no matter what your vet says.**
- b. We will not accept your pet unless they have been vaccinated within the last 12 months.
- c. Despite the fact that we insist on vaccinations and take all necessary precautions in the cattery, we are unable to detect a virus carrier entering our kennels. **Please consult your vet as to what precautions can be taken against Snuffles. Eco-Vet Snuffles**, a homeopathic remedy, can be added to your cat's water 14 days prior to check in and can be continued throughout its stay which will boost its immune system against Snuffles. **Moducare** can also be added to wet food 14 days prior to check in to increase immunity.
- d. $\frac{1}{2}$ a **Relicalm** daily, obtainable from a chemist or Clicks, can be given to cats 5 days before entering the cattery to prevent stress. Relieving stress is a precaution against contracting any illnesses.

Medication and special diets.

- a. The proprietor has the right to seek veterinary advice for any boarder which develops signs of illness whilst boarded.
- b. **Any veterinary attention necessary while the animal is at the premises will be at the owner's expense.**
- c. Should pets require medication the owner must please provide these items in clearly marked containers with clear instructions.
- d. **KINDLY NOTE THAT WITHYCOMBE BOUTIQUE CATTERY NO LONGER PROVIDES WET OR DRY FOOD.** Owner must provide food in clearly labeled sealed containers.

7. Fleas and Worms.

- a. All boarders are required to be flea-free and de-wormed before entering the cattery.
- b. In the interest of all pet-owners we request that your pets are put on a reliable flea and de-worming program, and that they are treated shortly before checking in.
- c. We reserve the right to do spot checks on boarders at arrival. Animals may remain in the quarantine area until we have confirmed that flea and worm treatment is up to date. Should steps have to be taken to rectify the matter, this will be for the owners' account and an administration fee will be charged.

8. Check in times for the cattery - **strictly by appointment.**

Monday to Friday: 7.30am to 10.00am / 3.30pm to 6.00pm
Saturday: 8.00am to 10.00am

SUNDAYS AND PUBLIC HOLIDAYS WE ARE CLOSED The cattery is on private property and it would be greatly appreciated if these times are adhered to and respected. **Please do not park in front of the gate or in the driveway.**

A surcharge of one day's boarding will be charged for any service outside these hours and will be at the manager's discretion.

All visits / inspections, drop-offs and collections must be strictly by appointment only. Notice of any delays in arrival will be appreciated. Please note that children under the age of 12 years must be properly supervised on the property and in the cattery and keep noise levels down.

If pets are not collected within 2 weeks of the completion of the booking, the proprietor reserves the right to transfer the animal to the SPCA.