

## Terms & Conditions

### Our booking policy

By confirming your booking by paying a 20% deposit you are agreeing to our Terms and Conditions. Payment must be paid in full for the service intended unless 28 days' notice is given in the event of change or cancellation of booking. In the event of us subsequently being able to rebook our cabin/cabins a percentage of your payment may be refunded at the discretion of Church Farm Cattery.

### Viewings

We welcome prospective clients the opportunity to visit our cattery and retreat. Viewings can be made by appointment only so please contact us on: 01271 858952 or email us to arrange a time [info@churchfarmcattery.co.uk](mailto:info@churchfarmcattery.co.uk)

### Check in check out

We are open daily from 10:00 – 12:00 and 16:00 – 18:00

We would encourage you to check in and out during these hours for the benefit of the cats in our care. Tailored check ins can be arranged at the point of booking or in the event of unforeseen circumstances by contacting us to arrange an alternative time.

### Short Stay Fee:

Church Farm Cattery is happy to accept guests for stays less than 3 days although a minimum booking fee is charged at 3 days plus £10 short stay fee.

### Disclaimer

Guests are boarded at the sole risk of their owners. Whilst every care will be taken Church Farm Cattery cannot be liable for illness, injury or death of any cat in their care.

In the event of your cat not being collected within 14 days of the agreed check out date, and no communication has been received from the owner a decision to re home your cat will be made at the discretion of Church Farm Cattery.

### Deposits and days charged payment methods

We are happy to accept payment in the form of:

- Pin and Chip
- Direct transfer
- Cheque
- Cash

Full payment is required on the date of arrival.

Day of arrival, day of departure and all days booked are charged for.

## Collection/delivery

We offer a collection and return service. We are fully insured to transport your cat/cats. A minimum charge of £10 for up to a 6 mile radius transport to and from Church Farm Cattery, plus £1/mile for any additional miles is offered.

## Additional treatments

One to one

Playtime (climbing tree, activity centre, light play, cat nip toys)

PREMIUM

Grooming

Dry shampoo

Nail clipping

Relaxation/Rikei Therapy/massage

## Food

Premium dry food will be available to all our guests at all times unless otherwise directed by their owner. Whiskers and Felix wet food pouches will be given twice daily.

We are happy to give alternative prescription food if provided by their owner.

Gourmet

Freshly cooked chicken, fish and meat and premium range cat foods eg. Sheba, Gourmet, Royal Canin or similar, can be given but will incur additional charges.

## Health and Vaccination Requirements

All cats are required to have a valid vaccination certificate for feline influenza and feline enteritis. Primary vaccinations must have been administered no less than 10 days prior to boarding. Please bring your certificate with you as your cat cannot be accepted without this documentation.

If your cat should appear unwell whilst in our care we will firstly try to contact your own vet but if this is not possible for any reason we will use our own veterinary surgeon. Fees may be applicable. Any fees incurred as a result of a pre-existing condition will be the responsibility of the client and must be paid by the client at check out.

All cats will be inspected before check in is completed. We reserve the right to refuse admission to any cat showing signs of ill health.

## Medication

We are happy to discuss administering any medication for your cat which has been prescribed by a vet.

## Fleas/worms

Please ensure your cat is up to date with treatment for both fleas and worms. Should any guest require treatment during their stay the cost of the treatment will be charged to the owner.

## Male cats

Any male cat over the age of 5 months must be neutered.

## Insurance

Church Farm Cattery is fully insured. Our current provider is Cliverton. Full details are available on request.