



*Laceys Lane, Leverton
PE22 0BD*

It is our philosophy to treat our customers fairly and to provide an excellent service to both owners and cats. In return we expect to be treated fairly ourselves by our customers. These terms and conditions along with our current price list form the basis of our legal contract with you.

Bookings

Making a confirmed booking (by any means, verbal or written) forms a legal contract with us, and subject to the cancellation rights below boarding fees are due in full on the booking start date.

Owners must complete the Birch Grove booking and the veterinary authorisation forms prior to their cat commencing boarding at the premises.

Deposit

For first-time customers and at peak periods, a deposit of 25% of the total booking is required to confirm the booking. We reserve the right also to require a deposit at other times. Balance of charges are payable at the start of the boarding period. For long term boarders (over 1 month) interim payments may need to be agreed.

Deemed Acceptance

By making a confirmed booking, or by paying a deposit fee or by completing our Booking form, you will have deemed to have accepted these terms and conditions.

Cancellation (in full or in part)

Bookings may be cancelled or changed more than 14-days prior to the booked start date without charge. Any deposit paid will be refunded.

However, because of the difficulties of re-letting a chalet at short notice, if you cancel your confirmed booking (in part or for the full period) within 14-days of the start date, the full charge for the booking will be due. You may be able to recover this charge on your holiday cancellation insurance where applicable.

Note: Our cancellation policy is intended to provide a reasonable compromise between allowing customers the flexibility to cancel their cat's stay and avoiding lost revenue where we cannot re-let the chalet at short notice and may have turned away other business. In the majority of cases of cancellation with 14- days' notice that we have had to date, we have still been unable to re-let the room - nevertheless we still feel that it would be unfair to require more than 14- days' notice for cancellation.

Christmas and New Year Opening

Whilst we board cats over Christmas and New Year, we are not open on Christmas Eve afternoon, Christmas Day, Boxing Day, New Year's Eve afternoon or New Year's Day either for visiting or for leaving / collecting your cat.

To ensure that the maximum number of rooms are available to customers over Christmas and New Year, we need to allow time to clean rooms. Consequently, we are unable to accept bookings which end on Christmas Eve or New Year's Eve.

Vaccination

We can only accept cats who have current certificates of inoculation for Feline Infectious Enteritis and Cat Flu, dated no later than one year prior to the last day of your cats stay. The Record Card proof of vaccination will be required and must accompany the cat on arrival.

Please get your cat vaccinated in good time. The treatment must have been completed at least 7 days before the start date of boarding. If this is your cat's first vaccination or your annual vaccination programme has lapsed, then your cat may need two vaccinations three weeks apart - requiring a total of almost 5-weeks or more from the first vaccination before we can accept your cat. If you are in this situation, you should seek advice from your vet.

If the previous vaccination was more than 12 months previously and you are advised by your vet that they need to restart the programme but your cat has only had the initial vaccination, we may not be able to accept it for boarding as there is a risk to both the partially vaccinated cat and all other cats in the cattery. In this event, please contact us as soon as early as possible so that we can see whether there is an acceptable alternative.

Fleas and Worming

You should also check that your cat is treated against fleas and worms.

If we suspect that your cat has fleas or worms we will treat it and, to avoid a risk of repeat treatment too soon, please indicate on the Booking Request Form whether it has had treatment in the last month or so.

If we treat your cat for fleas or worms, we will not charge extra for the time to treat them, however the full retail cost of the treatment will be added to the cost of your cat's stay.

Providing your own food

We carry a wide range of standard cat foods, however you are welcome to provide your own food for your cat, particularly if they are on a prescription diet from your vet. If you do so, however, there is no reduction in boarding fees.

Medication

All medication that accompanies cats must be clearly marked with the cat's name, the dose rates and the type of medication, plus an explanation of the condition being treated. We are happy to administer injected medication in the case of diabetic cats, but syringes must be supplied together with the insulin.

Medical Treatment

In the event that your cat becomes ill when boarding with us, we will immediately take them to a vet for assessment and treatment. If reasonably possible (i.e. depending on availability and distance), we will take them to your own vet, otherwise to our cattery veterinary practice.

In the event of the condition being serious, we will endeavour to contact the owner or their emergency contact, however if we are unable to do so, together with the vet we will take any necessary decisions in the cat's best interests deemed appropriate by the vet, and it is an explicit condition of boarding that the authority to make such decisions is delegated to us. Prior to booking with us owners are required to complete the Birch Grove Cattery Veterinary authorisation form

Should it be necessary for euthanasia on humane grounds by the veterinary surgeon caring for your cat, after consultation with the contact person, you give your consent.

Veterinary Costs

We have our own veterinary fee insurance for accidents or illnesses that occur whilst your cat is staying with us, however this does not cover pre-existing conditions (known or unknown), and you will be responsible for paying any veterinary fees which are not covered by our insurance.

These fees will be added to your final bill and must be paid in full before your cat leaves Birch Grove Cattery premises.

Insurance

All cats boarded at Birch Grove cattery are covered for illness or injury that is contracted whilst boarding our premises and is proven to be the fault of the cattery. The insurance will not cover feline enteritis and cat flu. Veterinary fees other than the above will be paid by the Owner.

The Owner must accept the terms of the Insurance Certificate. Insurance expires at the end of each boarding period.

Transportation of your cat

You should transport your cat(s) in a suitable secure pet carrier unit. Please do not carry your cat in your arms or in any old box. Any sudden movement, loud noise or bang could mean your cat might run off and we cannot be held responsible if this happens. Carriers must be left with us. In the event of an emergency we may need to remove cats from the facility.

Arrivals and departures

Unless by prior arrangement all arrival and collections must be within the Cattery opening hours.

A full day's board is charged on the day of arrival and where the cat is collected after 12:00 this will be classed as another days stay.

Payments

We accept payments either in cash, cheque or bank transfer. We regret that we do not have the facility to take payment by credit or debit card due to the costs involved.

A minimum fee (the equivalent to two days) is charged for all periods of stay.

We reserve the right to request at the time of booking full payment for all nights booked. Refunds will not be given for early collections.

In the event of the owner returning before the end of the period for which a cat is booked, the full period is charged.

Deposits are non-refundable

Uncollected cats

Any cat left uncollected more than 14 days after the end date of the booking without communication from the pet owner or their representative will be handed to an animal charity at our discretion. Any fees, including but not limited to boarding fees, veterinary fees, medication, late collection fees, donations or fees to the charity etc. will remain due.

Unpaid fees

In the very rare event that we are not paid monies due to us under these Terms and Conditions and need to incur other costs to recover this debt (such as confirming address, small claims costs etc.), these costs will be invoiced to the customer concerned as soon reasonably possible after they are incurred and will immediately become part of the debt owed to us.

Interest

We reserve the right to charge interest on unpaid amounts at a compound rate equal to the standard APR overdraft rate for our business Current Account plus 5%.

Unexpected Demise

In the unfortunate event a cat should pass away whilst staying at the cattery, we will of course make every effort to advise the owner or owner's emergency contact. Unless we are instructed otherwise, the cat will be taken to the cattery veterinary surgery for the appropriate safe storage until the owner's return.

All possible care and attention is given to the animals but it is clearly understood that all animals are only accepted at the Owner's risk and upon acceptance of the terms.