

PENROSE FARM CATTERY TERMS AND CONDITIONS

Opening Hours

Drop off and collection is by appointment only and within our usual opening hours which are:

- Monday to Friday 9.30 to 11.30 and 4.30 to 6.00
- Saturday 9.30 to 12.00
- Sunday 3.30 to 4.30
- Bank Holidays (excluding Christmas and Easter) 3.30 to 4.30

Drop off and collection times must be agreed in advance to ensure someone is available to meet you; and to ensure that there is sufficient time to settle your cat in properly if they are coming to stay. If your cat is being collected, we will have them ready in their carrier at the pre-arranged pick-up time so it is essential if you are running late that you call to let us know.

Any drop off or collection which falls outside of our normal opening hours may incur an out of hours charge and must be pre-arranged save in exceptional circumstances.

Christmas and Easter opening hours vary and are reviewed annually.

Public Holidays

We are open on most Bank Holidays between 3.30pm and 4.30pm for both drop off and collection.

However, please note we are not open for drop off or collections over Christmas and Easter Bank Holidays as follows:

Christmas & New Year Opening Hours 2023

- Sunday 24 Dec 9.30 to 10.30
- Monday 25 Dec **CLOSED** (Christmas Day)
- Tuesday 26 Dec **CLOSED** (Boxing Day)
- Wednesday 27 Dec – Friday 29 Dec 9.30 to 10.30 and 3.30 to 4.30
- Saturday 30 December 9.30 to 10.30
- Sunday 31 Dec 9.30 to 10.30
- Sunday 1 Jan **CLOSED** (New Years Day)
- Monday 2 Jan normal hours resume

Cats boarding on Christmas Day, Boxing Day, and New Years Day will be charged at an additional £10.00 per room per day. This will be added to your final bill.

Over the Christmas and New Year period payment in full is required prior at the time of the booking being made. Invoices will be sent once the booking is accepted and bills should be settled at least two weeks prior to boarding. Late cancellations will not be refunded, please see cancellation charges below.

Easter Opening Hours 2024

We will be closed from 22 March 2024 to 10 April 2024 inclusive.

PENROSE FARM CATTERY TERMS AND CONDITIONS

Deposit, rates charged and payments

We offer a broad range of wet and dry foods for your cat to choose from; you will be asked to state your preference at the time of booking. If your cat doesn't usually eat the food which we stock, we would encourage you to bring your cat's own usual food for continuity and to avoid digestive upsets - we will reduce your total bill to allow for this:

Days are charged as follows

Number of cats	Daily rate excl. food	Daily rate incl. food
1	£11.50	£12.25
2 (sharing)	£16.75	£17.75
3 (sharing)	£22.00	£23.25
4 (sharing)	£27.25	£29.00
2 (sharing family room)	£19.00	£20.00

You will be charged a full day rate for each day that your cat(s) stay with us and any booking is subject to a minimum 3 day charge.

Please note that if you collect your cat early, the full balance will still be due as the space has been reserved by you and cannot therefore be allocated to another customer. If you think your booking end date might vary, please discuss this at the time of making the booking.

If your cat is staying with us for more than 3 weeks consecutively, we may request an interim payment of your bill.

Cancellation charges

Where a cancellation is made and at least 10 days notice are given, no cancellation charges are due.

Where a cancellation is made with less than 10 days notice, 25% of the whole bill is payable.

Where a cancellation is made at very short notice, i.e. within 5 days of the first date of the stay, 50% of the whole bill is due.

Fees and rates will be reviewed annually in August, with any increases taking effect from 1 September of that same year. Please therefore be aware that the rates which apply at the time of making a booking may have increased by the time your cat comes to stay with us.

Sharing rooms

Cats will only share a room if they currently live in the same household, you must provide your written consent for this arrangement.

Please let us know if your cats do not normally sleep or play together in your home, as we may be able to offer separate rooms subject to availability.

We reserve the right to separate your cats if this becomes necessary, and you will be charged accordingly.

If you fail to collect your pet

If your cat is not collected within 14 days of the date on which they are due to leave the cattery, and no communication is received from you or from your emergency contact, a decision to rehome the pet may be made.

PENROSE FARM CATTERY TERMS AND CONDITIONS

Health

A condition of boarding is that your pet is in a fit and healthy condition and has valid proof of vaccination against Cat Flu, Feline Enteritis and Leukaemia. The most recent vaccinations must be given no less than 7 days before their stay with us.

There can be no exceptions to this and a cat presented without proof of vaccination will not be accepted at Penrose Farm Cattery. You may still be charged in full for the booking.

Please note that if this vaccination is your cat's first vaccination or their vaccination has lapsed, more than 7 days may be required and you are encouraged to seek advice from your vet in these circumstances.

We require you to bring the original veterinary documentation with you when dropping off your cat for the first time that they stay with us, and then each time they board following their annual boosters.

No cat suffering from, or suspected to be suffering from, any infectious or contagious disease will be accepted. A cat showing any other signs of ill health may be refused pending advice from a vet.

If your cat has a medical need, please discuss this with us prior to making a booking. If your cat develops a health condition after making the booking but before boarding, please contact us to let us know so that we can ensure we are able to honour the booking. Please note we do not currently accept cats with diabetes.

Illness during your cat's stay and emergency contacts

If your cat falls ill whilst with us, we will in the first instance contact you (or your emergency contacts if you are not available) and then our registered vet, Birchwood Veterinary Practice, who have a local surgery and offer a comprehensive 24 hour service.

If you would prefer your cat to be seen by it's own vet in the event it becomes unwell, please make this clear at the time of booking and ensure that full contact details are provided.

In all cases, should your cat require any treatment whilst in our care we reserve the right to have your cat board with a vet until it is well enough to return either to us, or to you.

Any treatment will be charged for on collection if it is not covered by your own insurance policy.

Please ensure that your local emergency contact is both able and willing to collect your cat in the event of the ill health of your cat, or a serious incident at Penrose Farm Cattery, such as a fire.

Fleas and worms

Your cat must have been treated for fleas and worms with a vet approved product before boarding. You will be asked to confirm the same when you book your cat in.

Any cat found to have fleas will be treated by us, however, the cost of this treatment plus any additional deep cleaning which arises as a result of your cat bringing fleas into Penrose Farm Cattery will be added to your bill.

Food

We offer a broad range of wet and dry foods for your cat to choose from; you will be asked to state your preference at the time of booking. If your cat doesn't usually eat the food which

PENROSE FARM CATTERY TERMS AND CONDITIONS

we stock, we would encourage you to bring your cat's own usual food for continuity and to avoid digestive upsets - we will reduce your total bill to allow for this.

Other

We are unable to accept cats over 6 months old who have not been neutered, both male and female.

You are able to bring your cat's own bedding and/or toys from home if you wish to do so. If this is the case we ask that any items are in a clean condition prior to the stay and are both safe and suitable to be left in the cat's room during times when they are unsupervised.

We reserve the right to make additional charges to your cat's stay if extra charges are incurred to 'deep clean' or redecorate any room which has been soiled significantly over and above what would generally be considered normal or usual levels of mess and dirt.

Animals are boarded at the sole risk of their owners and Penrose Farm Cattery is not liable for illness, injury or death of any animal in our care.

Data Protection

Please also read our Data Protection Policy.

Covid 19

Please also read our Covid 19 Policy.