

PENROSE FARM CATTERY TERMS AND CONDITIONS

Our normal opening hours are

- Monday to Friday 9.30am to 11.30am and 4.30pm to 6.00pm
- Saturdays 10am to 11.30am
- We are not open on Sundays and Bank Holidays.

Please call ahead if you would like to visit, to ensure that someone is free to meet you.

If you are unable to drop or collect your cat within our normal opening hours, please call us to discuss whether an alternative time is available.

We operate reduced opening hours at certain times of the year.

Deposit, rates charged and payments

Days are charged as follows

- 1 cat – £11.00 per day
- 2 cats from the same family (sharing) – £16.00 per day
- 3 cats from the same family (sharing) – £21.00 per day
- 4 cats from the same family (sharing) – £26.00 per day

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 2 day charge. Please note that if you collect your cat early, the full balance will still be due.

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

A non-refundable deposit of £2.50 per day is payable at time of making a booking unless at least 14 days notice is given of a cancellation. A booking is not secured until payment is made and the Booking Form has been received.

Following payment of the deposit, the balance of the bill payable by you will be due on or before collection of your cat.

Cancellation charges

Where a cancellation is made and at least 14 days notice is given, you will be entitled to receive a full refund on any payment made, whether balance or deposit.

Where a cancellation is made between 6 and 14 days of the first date of the booking, you will not be entitled to a refund on your deposit.

Where a cancellation is made at very short notice, i.e. within 5 days of the first date of the stay you will still be charged 50% of the bill.

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 pens

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

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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 pens subject to availability.

We reserve the right to separate your cats if this becomes necessary, and you may 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.

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 14 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 14 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 **each time** they board with us. We will retain this documentation for the duration of their stay and return it to you when you collect them.

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. Please note we do not currently accept cats with diabetes.

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Illness during your cat's stay

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 who has a local surgery and offers 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 medical 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.

Fleas and worms

Your cat must have been treated for fleas and worms within 14 days of their stay with a vet approved product. You will be asked to confirm the same when you drop your cat off with us, preferably by way of confirmation from your vet if at all possible.

A 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 stock a wide range of standard cat foods, both wet and dry. An up to date list will be provided to you when we confirm your booking via email.

You are welcome to provide your own food for your cat, particularly if they are on a prescription diet from your vet. Please be aware, however, that there will be no reduction in fees if this is the case.

Other

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

We regret that we do not currently accept your cat's own bedding and/or toys from home.

We reserve the right to make additional charges to your cat's stay if extra charges are incurred to 'deep clean' any pen 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.