

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 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:

Easter Opening Hours 2022

- Friday 15 April 2022 3.30 to 4.30 (Good Friday)
- Saturday 16 April 2022 9.30 to 11.00
- Sunday 17 April 2022 **CLOSED** (Easter Sunday)
- Monday 18 April 2022 3.30 to 4.30 (Easter Monday)

Christmas Opening Hours 2022

- Saturday 24 Dec 9.30 to 10.30
- Sunday 25 Dec **CLOSED** (Christmas Day)
- Monday 26 Dec **CLOSED** (Boxing Day)
- Tuesday 27 Dec **CLOSED** (Bank Holiday)
- Wednesday 28 Dec **by appointment only**
- Thursday 29 Dec **by appointment only**
- Friday 30 Dec **by appointment only**
- Saturday 31 Dec 9.30 to 10.30
- Sunday 1 Jan **CLOSED** (New Years Day)
- Monday 2 Jan 3.30 to 4.30 (Bank Holiday)
- Tuesday 3 Jan normal hours resume

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Deposit, rates charged and payments

Days are charged as follows

- 1 cat – £11.00 per day
- 2 cats from the same family (sharing)
 - Standard double – £16.00 per day
 - Large double – £18.00 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 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.

A deposit of one day rate is payable at the time of booking to secure your cat's room. If payment is not made within 14 days of making the booking the room will become available for other customers to book.

Where applicable, any deposit paid will be deducted from your final bill but is non-refundable where short notice of cancellation is given. Please see cancellation charges below.

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 we require a deposit of 50% of your whole bill to secure your booking; payable no less than two weeks before your cat is due to board with us. This deposit will be deducted from your final bill. Cancellation charges also apply to this deposit, please see below.

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 including the 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 not be entitled to a refund on your deposit and you will still be charged 50% of the whole bill 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.

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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 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.

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.

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.

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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.

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 stock a wide range of standard cat foods, both wet and dry and we will always feed your cat their usual diet wherever we can.

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 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.