

TERMS AND CONDITIONS 1 November 2024

OPENING HOURS

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

- **Monday to Friday 9.30 to 11.00 and 3.45 to 5.00**
- **Saturday 9.30 to 11.00**
- **Sundays and Bank Holidays (excluding Christmas and Easter) 3.30 to 4.30**

Christmas and Easter opening hours vary and are reviewed annually. Additional charges apply for cats boarding over Christmas and New Year.

PRICING

Days are charged as follows:

- **£13.00 per day for one cat (£12.00 excl. food)**
- **£19.00 per day for two cats sharing (£17.50 excl. food)**
- **£22.50 per day for 2 cats sharing family accommodation (£20.00 excl. food)**
- **£25.50 per day for 3 cats sharing family accommodation (£23.00 excl. food)**
- **£30.00 per day for 4 cats sharing family accommodation (£28.00 excl. food)**

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. Payment in full is required prior to collection and you will be billed for the entire period booked even if you collect your cat early. No future bookings will be accepted where a bill remains outstanding. Late cancellation may result in the original bill still being issued.

HEALTH & VACCINATIONS

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. **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.**

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.

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 either your cat's own vet or our own vet, Birchwood Veterinary Practice. Any treatment will be charged for on collection. 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.

PARASITES

Your cat must have been treated for fleas and worms with a vet approved product before boarding.

OTHER

Only cats from the same household will share a unit, however it may be necessary for us to separate them in some circumstances.

Please ensure that your local emergency contact is both able and willing to collect your cat if required.

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

We reserve the right to make additional charges to your cat's stay if it is necessary to 'deep clean' or redecorate their accommodation following their stay.

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.

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.