



Monday – Friday 9.30am-12.30pm, 2pm – 6.00pm
Saturdays 9.30am-12.30pm
Closed Sundays and Bank Holiday Days

Boarding Terms and Conditions 2025/26

1. Vaccinations

Proof of up-to-date vaccinations are required by law for cats going into any boarding cattery.

Young cats must have had their 'kitten' vaccinations (two injections three weeks apart, the first at no younger than 9 weeks old) and can enter the cattery two weeks after the second injection. Therefore, the youngest cats we can accept will be at least 14 weeks old. Older cats can enter the cattery if they have had a booster vaccination within the preceding 12 months. If their last vaccination was more than 12 months ago, a single booster injection must be given before they can board. If the last vaccine was more than 12 months ago, your cat will require a restart of two injections given 3 weeks apart – we will not be able to board your cat until 2 weeks AFTER the 2nd vaccine.

Essential vaccination includes Feline Panleukopenia (FPV), Feline Herpesvirus (FHV) and Calicivirus (FCV).

2. Worming & Flea treatment

Cats must have been wormed within the last three months and treated for fleas within the last month.

If any worms or fleas are seen while your cat is in the cattery, we will treat them at your expense.

3. Infectious diseases

Only cats with no signs of infectious diseases can board in the cattery.

4. Veterinary treatment

CNVH will provide veterinary treatment if needed at your (the owner's) expense, should the need arise. Every effort will be made to contact you, or your emergency contact mentioned, if treatment is necessary. If you cannot be reached a decision will be made on your behalf in the best interests of your cat. During treatment it might be necessary for us to move your cat into the main hospital.

Male cats must be neutered prior to boarding. Kittens up to 6 months old can board un-neutered as long as they are not spraying.

We accept diabetic cats providing that they are stable. There is an additional cost for our team to administer insulin. As much as we try to mimic your timings, there is a possibility we may need to alter them slightly.

5. Food & own items

We have a variety of wet and dry food available. You may bring your own food for your cat if you prefer, or your cat is on a prescription or specific diet.

You may bring your cats own bedding, toys/scratching posts, though this is provided. CNVH staff cannot guarantee to return the items in the same condition as they were left, but we will endeavor to do so. If you leave belongings behind, they will be stored for 10 days after which time they will be disposed of.

There are no electric sockets within the cabins, so any electrical items (e.g water fountains and heat mats) need to be battery powered.

Arrivals and collections

Monday to Friday - from 9.30am - 12.30pm and then 2pm - 6.00pm

Saturday – from 9:30am – 12.30pm.

The cattery is closed for arrivals and collections on Sundays and Bank Holidays.

Charges

- Charges are per day and to allow essential cleaning and disinfecting of the cabins, a full days board is charged for the day of arrival and departure.
- A deposit of 25% is payable at the time of booking.
- For bookings over 21 days, a deposit of 50% will be required as opposed to the usual 25%
- Bookings can only be held for 48 hours without a deposit. If the requested deposit is not made within this time frame, we cannot guarantee that your booking will still be available.
- The full remaining balance of the stay is due upon collection prior to receiving your cat.
- A surcharge is payable for all Bank Holiday Days.
- If your cat(s) is collected earlier than expected, you will still be charged for the entire length of stay as booked.
- Please ensure, where possible, you have the exact dates of your cat's stay at the time of booking. Chipping Norton Veterinary Hospital reserves the right to charge a £25 admin fee for repeated amendments to booking dates or cancellations, which is payable at the time of the alteration. Admin fees will be levied at the discretion of the management.
- If you are unable to collect your cat at the stated time, please contact us as early as you can so we can make the necessary arrangements to continue to care for your cat. Please be aware that because we are a small cattery, if we don't have any space, it might be necessary to house your cat(s) in alternative accommodation until you are able to arrange collection. Additional fees will be incurred.

Christmas and Easter Bookings

- A 50% deposit is payable for bookings over the Christmas Period (any bookings between the 20th Dec to 2nd January inclusive) and the week either side of the Easter weekend.
- Deposits for cattery bookings over the peak Christmas period are refundable up to 1st October and Easter deposits are refundable up to 1st February.
- Cancellations for Christmas and Easter bookings less than 30 days prior to arrival will incur an 80% charge of the remaining balance that would have been paid on collection.
- If you shorten your booking after these dates, you will be charged 80% of each day cancelled.

Cancellation Policy

- A full refund will be given if the booking is cancelled up to 30 days prior to the booked arrival date.
- The deposit will be non-refundable should you cancel your booking within 30 days of your arrival date.
- For cancellations made less than 14 days before the booked arrival date, a charge of 80% of the remaining balance that would have been paid on collection will be invoiced.
- If you shorten your booking less than 14 days before the booked arrival date, you will be charged 80% of each day cancelled.
- Any amendments made to the booking on or after your arrival date for the booking, the full balance of the original stay booked, is applicable.
- Christmas & Easter bookings as above.
- Failure to arrive for your confirmed booking will result in the remaining full balance of the stay being charged.

These Terms and Conditions are subject to change from time to time without prior notice. We reserve the right to revise our prices when necessary. All prices quoted will be at the rate prevailing at time of booking; all prices charged will be at the rate prevailing at time of boarding.