

Cats' Cabin

The Luxury Boarding Cattery at


chippingnorton
VETERINARY HOSPITAL

Monday – Friday 9.30am-12.30pm, 2pm – 6.30pm
Saturdays 9.30am-12.30pm
Closed Sundays and Bank Holiday Days

Terms and Conditions: Boarding Cattery 2022

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 previously, a single booster injection must be given and then at least two weeks must have elapsed before they may be boarded.

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.

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.

Arrivals and collections

Monday to Friday - from 9.30am - 12.30pm and then 2pm - 6.30pm

Saturday – from 9:30am – 12.30pm.

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

Charges

- A deposit of 25% is payable at the time of booking. A full refund will be given if the booking is cancelled up to 30 days prior to the booked arrival date. For cancellations made less than 14 days before the booked arrival date, a charge of 80% of the remaining balance will be payable. The deposit will be retained should you cancel less than 30 days of your arrival date.
- Bookings can only be held for 24 hours without a deposit. If the requested deposit is not made within this time frame, we cannot guarantee your booking will still be available.
- **Christmas and Easter Bookings**
A 50% deposit is payable for bookings over the Christmas Period (any bookings that include 20th Dec to 2nd January) 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. Amendments to Christmas and Easter bookings after these dates will be treated as cancellations. For cancellations made less than 14 days before the booked arrival date, a charge of 80% of the full fee will be payable.
- A surcharge is payable for Bank Holiday Days.
- Please be aware, we do not accept provisional bookings, in other words making a booking just in case it is needed, to be amended later. 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.
- Full remaining balance of the stay is due upon collection prior to receiving your cat.

- Owners who board cats on a long-term basis will be asked to settle their account fortnightly, (“Long-term” means three or more weeks at a time).
- 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 cats in alternative accommodation until you are able to arrange collection. Additional fees at twice the normal rate will be payable if the length of stay is extended.
- If your cat(s) is collected earlier than expected, you will be charged for the entire length of stay as booked.
- If you fail to pay all outstanding fees at the end of the boarding period or if you fail to collect your cats on time, the animal will remain in our care for up to a further seven days to allow more time to pay.
- In each of the above cases, at the end of the seven-day period, if your cat has still not been collected or any fees remain unpaid, ownership of the animal will pass to the proprietor of the cattery who will have absolute discretion in how to deal with the animal. An administration fee of £50 per cat will be added to your bill if we need to arrange to rehome your cat.

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.