

## **Cat Hotel Terms and Conditions**

- To allow essential cleaning and disinfecting of the pens a full day's board is charged for the day of arrival **and** departure.
- Please ensure that you bring with you your cat's up-to-date **vaccination card** as proof of annual revaccination. We cannot accept cats that are not up-to-date with vaccination or that have a disease (eg cat flu or fleas) that could be transmissible to other cats, please ensure that your cat has effective **flea control** for the duration of their stay.
- Please provide **contact details** for the duration of your cat's stay. If you are likely to be difficult to contact, please leave the details of an agent who we could contact instead.
- We provide **James Wellbeloved food** for your cat, but if they have special dietary needs or you would prefer that they have their own food then please bring it along with you, this will not alter the fee for your cat's stay.
- We encourage you to bring a few personal belongings to help your cat feel at home but please ensure that they are safe to be left with your cat unsupervised. There are no electric sockets within the pens so any electrical items (eg water fountains) need to be battery powered.
- If **Misty** has specific health care needs please ensure that a FOC appointment either at the time of check-in or prior to this, has been booked with one of our vets to discuss these. Otherwise **Misty** may be checked-in to the Cat Hotel by one of our nursing staff.
- We accept diabetic cats to stay at the Cat Hotel provided that they are stable diabetics. There is an additional cost due to the extra care needs. A change of environment can disrupt glucose control even in an otherwise stable diabetic cat and this may result in a need for veterinary intervention, the cost of which you would be liable for.
- Male cats over the age of 6 months must be castrated. This is because uncastrated mature males upset our other guests!
- If your cats need to be housed in separate pens you will be charged for each pen used e.g. 2 cats in 2 separate pens = £12.20 x 2 per day as opposed to 2 cats in one pen = £19.70 per day.
- If you wish to cancel your reservation **cancellation fees** may apply:
  - 30 days notice (or more) – No charge
  - 10-29 days notice – 50% fee payable
  - Less than 10 days notice – full fee payable
- Our minimum charge for bookings is £33.60 per pen.
- Christmas Day, Boxing Day, New Years Day and Easter Sunday are charged at double rate.

