

**BEVERLEY FARM CATTERY - BOOKING TERMS AND CONDITIONS – by placing a booking you are accepting the below conditions:**

1. **Vaccination** records must be presented prior to a cat's boarding, providing evidence that the annual vaccinations are up to date, and have been administered when due, in line with all Veterinary advice. The mandatory vaccinations required to board must cover **infectious feline enteritis, feline respiratory disease and FeLV**. **Cat owners should satisfy themselves that this condition can be met before placing a booking, as without current valid vaccination evidence, cats can not be admitted to board.** If cats are not permitted to board, due to missing vaccinations, the cancellation term below will still apply.
2. **Worm & Flea treatment** - Cats are required to be current in both treatments for boarding.
3. **Health, dietary or behavioural problems** are requested be advised at the time of booking. Medication to be administered during the cat(s) stay must be provided by the Cat Owner, and administration may incur an extra charge, depending on the requirements. The cat owner is asked to discuss with the cattery at the time of booking. The Cattery reserves the right to refuse admission of any cat deemed unfit for boarding.
4. **Veterinary treatment** -The Cat Owner authorises the Cattery to call a veterinary surgeon (nominated by the Cattery) should it be considered necessary. Payment of any veterinary fees will remain the responsibility of the Cat Owner, to be paid directly to the instructed Veterinary practice. The attending Vet has overall say in the treatment (including euthanasia) of the cat. The Cat Owner is advised that no veterinary financial cover is provided by the Cattery.
5. Any part of the day stayed at the Cattery counts as a whole day in terms of payments due.
6. **Booking Process and Booking Confirmations** A booking will only be valid, and a cattery pen reserved, where a booking confirmation email has been received from the Cattery. In order for the Cattery to confirm a booking, both a completed booking form and the requested non refundable booking deposit (or full payment) will need to have been received by the Cattery.  
Booking deposits, are non-refundable, and are calculated as the higher of either 25% of the total booking cost or £30.  
The Cattery reserves the right to request full payment at time of booking. If full payment is made and a customer subsequently cancels the booking, the refund will be calculated after the deduction of the booking deposit as detailed above, and subject to the below cancellation term.
7. **Payment Methods** preferred payment method is by bank transfer, or payment can be made via a cash payment. Any outstanding balances are

required to be paid prior to boarding.

8. **Cancellations** or reductions in the length of the booked stay, notified within 2 weeks of the booking start date will result in the whole fee, for the entire booking, being due for payment. This required notice period is increased to 4 weeks during our peak seasons (being Christmas, New Year, Easter, periods, and April through to September).  
Cancellations are requested to be made in writing to the cattery who will acknowledge the cancellation via return email.  
If full payment has already been made, or where payments are made in error, refunds will be reimbursed via a bank transfer to the customer's nominated account, subject to this term, and will attract a £10 administration charge. Where a booking is cancelled the equivalent deposit amount (as outlined in term 6) will not be refunded.  
The Cattery is able to provide invoices for holiday cancellation insurance claims.
9. **Outstanding payments** - Where any cancellation charges, or payments remain outstanding beyond 14 days, the Cattery reserves the right to issue a payment reminder notice, which will attract a £10 administration charge for each notice issued.
10. **Emergency Contacts** - in the event of an emergency at the Cattery, contact will be made with the named emergency contact provided on the completed booking form. The emergency contact should be able to take, or arrange alternative care of the cat(s) in such an eventuality. Their contact details may be shared with emergency staff/services as required.
11. Cats which remain unclaimed 7 days after the stated boarding period end date, and in the absence of any communication from the Cat Owner or their emergency contact/next of kin, will be presumed to have been abandoned.
12. **Drop off and pick up times and visits to the cattery** are by appointment only as per the booking form. Delayed pick ups, outside of normal hours of business (being after 6pm Monday to Friday and after 4pm on Saturdays), will be subject to an additional days charge. **Please note the Cattery is closed for drop off and pick ups on Sundays and Bank holidays.**
13. **Sharing pens** - Only cats from the same household may share pens. The multiple cat price displayed assumes cats can be housed in the same pen. If you wish your cats to be housed separately this should be advised at time of booking. Cats sharing pens are at the Cat Owner's own risk and if cats harm each other, any resulting veterinary fees will be at the Cat Owner's expense. The Cattery reserves the right to separate cats needing medication, and/or special diets during their stay, or if thought necessary for any safety reasons. The Cat Owner will be responsible for any additional charges which may result from the use of additional pens.
14. **Peak periods** - For Christmas & New Year, the Easter weekend, and the peak summer months (April to September) the minimum fee is the

equivalent of five days boarding fees, charged at the daily rate applicable to the number of cats boarding.

15. **Food** – a selection of quality main brands of dry and wet foods are available, including Whiskas, Felix, IAMS and Purina one. Owners are welcome to bring additional food with them for their cat, or as a back up. Where a cat is on a prescription diet we request that this is provided by the owner, and this will be feed in accordance with Cat Owner's instructions.
16. **Pet Carriers** - are required to be free from damage, adequate for the weight of the cat(s), with ideally one cat per carrier, to prevent escape of cat(s) from damaged / inadequate carriers, and for welfare reasons. Pet carriers are required to be kept at the cattery for the boarding duration.
17. **Liability** - Whilst every care will be given to all cats, they, and any belongings, are boarded, kept and transported (if required) at the Cat Owner's own risk. The Cattery does not accept any liability for any loss, damage or injury to any cat, person, vehicle or belongings whilst boarding, or visiting the Cattery, including the car parking areas.