



The Cottage
Low Hill
Torton
Hartlebury
Worcs
DY10 4HT
Tel: 01299 250472
Email: office@catkinscattery.net
www.catkinscattery.net

TERMS AND CONDITIONS

- 1.** Please read the booking requirements on the web site as when you sign our registration form you say you agree to accept them.
- 2.** Cats must be wormed, spayed or neutered and protected against fleas before coming to the cattery as we do not treat, or accept, a cat whom we suspect may have them; or suffering from any disease whether infectious or contagious. Catkins Cattery will treat, at owners' expense, any pet for transmittable parasites.
- 3.** Current vaccination certificates are required on admission. If the card is forgotten we reserve the right to contact your vet for a fee up to £8 or refuse to accept the pet.
- 4.** Owners must keep us informed of any medical history. We reserve the right to refuse admission to any pet that shows signs of illness pending veterinary advice. So that we can meet your needs please notify us of any changes in diet etc before arrival.
- 5.** All veterinary fees for any necessary treatment whilst boarding are at owner's expense. Owners must sign a consent form to authorise Catkins Cattery to take their pet for veterinary treatment as required and advised by the Vet.
- 7.** Pets must be transported in suitable safe carriers. Catkins Cattery will not be held responsible for pets in transit.
- 8.** All owners are required to leave an emergency contact telephone number of a friend/relative or mobile number in case of delays / problems. If someone else is to collect for you please note pets will not be released to anyone we do not have prior knowledge about.
- 9.** 48 hours notice must be given of cancellation. Failure to do so will result in the full amount being due.
- 10.** When booking please take your own travelling arrangements into consideration, allowing plenty of time for flight times/traffic as, especially during peak times we may not have space available to extend bookings at short notice.
- 11.** Full payment for your pet's boarding fees is required on collection via cash or cheque only.
- 12.** Any cat(s) that is not collected within 14 days of the departure date and if no communication had been received from the owner or their representative, cat(s) will be handed over to the necessary authorities for re-homing.