

Terms & Conditions

1. All cats boarding need to be vaccinated against Feline Enteritis and Cat Flu. We need to view an up-to-date vaccination certificate on each visit.
2. Only cats from the same household can share accommodation.
3. Sorry, but we cannot accept un-neutered males under 9 months.
4. A non-refundable deposit of £20.00 per cat per booking is payable at the time of booking.
5. The balance of your boarding fees is payable in full upon arrival.
6. You can only drop off or collect your cats during our opening hours:

Mon-Sat 9.30am – 12.30pm and 4.00pm – 6.00pm.
Sunday 10.00am – 12.30pm only.

Please arrive at least 15 minutes before closing.
7. If you cancel your booking within 7 days of arrival the full balance is payable.
8. Boarding fees are charged per day or part thereof. The Chalet will be available for your cats from opening time on the day of arrival up to closing time on the day of departure.
9. No refund for early return.
10. A minimum fee of 3 days boarding is charged throughout the year except for Christmas, New Year and Easter when the minimum fee is 5 days boarding. There is a one-off £20 surcharge per booking throughout the Christmas and New Year period.
11. All Christmas and New Year bookings are payable by 1st week of December. Cancellations made within 14 days of arrival will incur 100% cancellation charge; between 14 to 28 days of arrival will incur 50% cancellation charge.
12. The cattery is closed on all bank holidays unless otherwise stated.
13. On the rare occurrence of a cat becoming ill during its stay, we will contact your vet to seek advice, if your vet is not available, we will contact our vet. Any costs incurred remain the responsibility of the cat's owner.
14. Terms and Conditions can be revised or updated at any time and without notice.
15. Privacy Policy; please view privacy policy [here](#).