

Terms and Conditions

When making a booking you will be asked to provide information about your cat's diet as where possible I try to feed cats on the same food they eat at home as this reduces stress and helps them to settle quickly. I will also ask about likes, dislikes, personality etc to enable me to provide the best possible care for each cat during its stay.

All bedding and food are provided (if your cat is on a prescription diet you will need to provide this)

You are welcome to bring your cats bed or blanket and any favourite toy if you wish.

Cats on medication are welcome. Tablets and injections will be administered as prescribed during your cats stay at no extra cost.

-
- The Cattery rates are per day of stay including day of drop off and day of collection.
 - There is no minimum number of days that can be booked restriction.
 - No refund will be given in the event of the owner returning before the end of the period booked
 - Please ensure your cat / cats are up to date with their vaccinations for Feline Enteritis and Cat Flu. Vaccination cards will be photocopied at admission and returned to owner.
 - All cats should be treated for fleas and worms no more than 2 weeks prior to admission to Cats On Vacation. Should we find that your cat has either fleas or worms we will administer treatment; the costs for which will be added to the final bill
 - Whilst at Cats On Vacation all cat / cats will receive every care and attention. During their stay at the cattery every cat is covered for emergency veterinary care under the cattery policy. This does not cover any previously known health issues.
 - Owners should notify us of any underlying or previously occurring health issues that might occur during their stay and they should provide any treatments necessary for their cat/cats with written instructions on how to medicate cat/cats if required.
 - Should any cat/cats fall ill whilst being boarded we will contact our veterinary surgeon and act upon her advice and any expenses incurred will either be covered by the policy or if it is a previously known condition be met by the owner.
 - Owners will be notified as soon as possible regarding any health issues with their cat/cats. Cats displaying symptoms that require urgent veterinary attention will be taken to the vets at the earliest possible opportunity and the owner will be notified with outcome of visit and to discuss any ongoing care.
 - Only cats from the same household may be boarded together with the owners' authorisation (your signature on boarding record will provide this)
 - All owners will be questioned about health of cat / cats on arrival and the proprietor has the right to refuse admission to any cat / cats showing signs of ill health pending advice from a veterinary surgeon
 - In the event of any cancellation or change in holiday dates Cats On Vacation will ask for 7 days' notice, otherwise the full amount will still be payable – this is because other bookings may have been turned away in order to accommodate your cat

- Full payment is to be made on collection preferred method is by direct bank transfer details of which are on invoice or you can pay by cheque or cash
- The data we collect on the booking form and any other forms used by Cats On Vacation will be stored on a computer and will be used only for our own administration and marketing purposes