



Terms & Conditions

1. Booking & Payment

- 1.1 A booking is only confirmed once a completed booking form has been received and a **50% deposit** has been paid.
 - 1.2 Full payment is required by **7 days prior to arrival**.
 - 1.3 Deposits are **non-refundable**, except where the cattery cancels the booking.
 - 1.4 If the owner collects their cat earlier than the booked date, the full boarding fee remains payable.
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2. Vaccinations & Health Requirements

- 2.1 All cats must be fully vaccinated against **feline panleukopenia (enteritis), feline herpesvirus and feline calicivirus (cat flu)**. Vaccination cards must be presented on arrival.
 - 2.2 All cats must be up to date with flea and worm treatments.
 - 2.3 We reserve the right to refuse admission to any cat showing signs of illness, parasite infestation, or incomplete vaccinations.
 - 2.4 Owners must disclose any medical conditions, behavioural issues, or allergies at the time of booking.
 - 2.5 Cats must be in good general health at the time of boarding. If a cat becomes ill during their stay, we will seek veterinary advice as necessary (see Section 6).
 - 2.6 For the comfort and safety of all cats in our care, we accept only neutered/spayed cats over 6 months of age.
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3. Feeding & Care

- 3.1 We provide high-quality commercial **dry** cat food. (Hill's Science Plan Adult age 1-6 years). Owners may supply their own food if preferred.
 - 3.2 Feeding routines will be followed as closely as possible according to the information provided by the owner.
 - 3.3 Fresh water will be available at all times.
 - 3.4 Bedding, scratch posts and toys can be provided by the owner, but we cannot guarantee their condition on return.
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4. Medication

- 4.1 We will administer routine oral and topical medications as instructed.
 - 4.2 All medications must be clearly labelled and supplied in original packaging.
 - 4.3 We cannot administer injections unless agreed in advance.
 - 4.4 A small additional charge may apply for medication administration.
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5. Boarding of Multiple Cats

- 5.1 Cats from the same household may share accommodation **only with the owner's written consent**.
- 5.2 If, in our judgement, sharing becomes unsafe or stressful, we reserve the right to separate cats. Additional charges may apply.
- 5.3 **If the cattery is fully booked and separation is not possible, and the cats' behaviour presents a risk of injury, we will contact the owner immediately to arrange collection.**

6. Veterinary Care & Emergencies

6.1 In the event of illness or injury, we will contact the owner or emergency contact immediately where possible.

6.2 If prompt veterinary attention is required, we will use **Manor Veterinary Surgery, Chatham** or the nearest available vet if urgent.

6.3 Owners are responsible for all veterinary fees incurred during their cat's stay.

6.4 If a cat has a pre-existing condition, the cattery accepts no liability for any related deterioration.

6.5 If a cat passes away during their stay, we will handle the situation with confidentiality and compassion and will contact the owner or emergency contact without delay.

7. Behaviour

7.1 Aggressive or highly stressed behaviour may result in refusal of future bookings.

7.2 Owners must declare any history of aggression; failure to do so may result in early termination of boarding without refund.

7.3 If multiple cats from the same household have required separation during their stay due to behaviour or stress, all future bookings must be made for separate pens for those cats.

8. Abandoned Animals

8.1 If a cat is not collected within **24 hours** of the agreed collection date and the owner/emergency contact cannot be contacted, the cattery reserves the right to take appropriate steps to rehome the cat.

8.2 All outstanding fees remain payable.

9. Liability

9.1 While all reasonable measures are taken to ensure the safety, comfort, and wellbeing of cats, animals are boarded at the owner's risk.

9.2 The cattery accepts no liability for illness, injury, escape, or death except where caused by proven negligence.

9.3 Personal belongings left with the cat are at the owner's risk.

10. Data Protection

10.1 We store customer and veterinary details for the purposes of providing boarding services and complying with licensing regulations.

10.2 Personal data will not be shared with third parties except where required for emergency veterinary treatment or by law.

11. Admission & Collection

11.1 Owners must adhere to agreed drop-off and collection times.

11.2 Cats must be transported in a secure carrier.

11.3 Only the owner or an authorised person may collect a cat.

12. Acceptance of Terms

By placing a booking with **Feline's Rest Cattery**, the owner confirms that they have read, understood, and agree to these Terms & Conditions.