**TERMS AND CONDITIONS**

By booking your cat(s) with The Cattery at Cuckoo’s Corner, you are accepting the following Terms and Conditions:

* On arrival each cat will be inspected and no cat suffering from or suspected of suffering from fleas or any infectious or contagious disease will be accepted. The Proprietor reserves the right to refuse admission to cats showing any signs of ill health, pending advice from a Veterinary Surgeon. This is essential to protect the health of all cats boarding with us.
* No cats can be accepted unless their owners or representatives of their owners accompany them. (Unless previously agreed)
* Cats must be carried in a suitable carrier or basket until released into their accommodation by a member of staff.
* Clients must sign a Veterinary Treatment Authorisation Form and give details of their own vet and a nominated contact during their absence. This emergency contact must be aware you have nominated them and be reachable in case of emergency.
* All cats must have current certificates showing they have been vaccinated against Feline Infectious Enteritis and Cat Flu. Your cat’s first course of vaccinations must be completed no less than two weeks prior to boarding. If your annual vaccination programme has lapsed your cat may need to restart the vaccination programme with two injections given over three weeks. This course of vaccinations must be completed no less than two weeks prior to boarding. No cat will be accepted without production of their vaccination certificates. Owners will appreciate that the above strict rules are enforced to safeguard the health of all cats that are boarded with us.
* We request that all cats are treated against flea infestations and worms before arrival. We reserve the right to administer treatment to any resident cat found to have flea infestation or worms during their stay. The cost of treatment will be charged to the owner.
* The owner agrees that if the proprietor of the cattery, or the proprietor’s agent, considers the cat(s) is in need of urgent veterinary attention the cattery will make all reasonable attempts to contact the owner or their named representative. However, if this is not possible the owner agrees that the cattery will ensure the cat(s) is seen by a veterinary surgeon and authorise any essential treatment. The owner agrees to take responsibility for veterinary fees incurred in accordance with this paragraph.
* Only cats from the same home may share accommodation.
* No un-neutered Toms over six months will be accepted
* No pregnant Queens will be accepted (unless otherwise agreed)
* On occasion we may photograph your cat and put pictures on our web site. We will never include personal details. If you do not wish this to happen, please advise us.
* On occasion we may contact you with news and updates on the cattery. If you do not wish to be contacted by ourselves, please advise us.
* A provisional booking will be held for a period of 7 days. A 20% non-refundable deposit per cat is will be required within this time. The remaining amount will be required at the commencement of your cat(s) stay. Payment should be made either by cash, bacs (preferable) or cheque, cheques should be made payable to ‘Mrs A Burridge’.
* Cattery charges are per night.
* Over Christmas and New Year, the minimum fee will be £60. At other times of year the minimum fee is £36.
* Owners are required to supply their cat’s food. If the food supplied falls short of the need (as dictated by the owner’s feeding instructions) the cattery will supply the food required and the cost will be met by the owner. In this case, if the exact brand of food you have stated is not be available, an adequate substitute will be given.
* In the event of owners delivering their cats later than the booked date or collecting them earlier than the booked date, the total booked period will be charged.
* A small charge may be agreed should grooming be required and for the administration of medicine; this cost will be discussed and agreed at time of booking.
* Cancellations must be advised as soon as possible prior to the booked date. Please note the 20% deposit is non-refundable.
* In the unlikely event that an owner fails to collect their cat(s) on the agreed date, the cat(s) will be moved to a temporary holding pen. The cat(s) will remain in the holding pen for a maximum of one week. During this time the cattery will make every effort to contact the owner or their representative to discuss arrangements to extend and pay for the cat(s) care and accommodation, dependent on cattery occupancy at that time. However, if after seven days no contact or agreement has been achieved with the owner or their representative; it will be assumed that the cat(s) have been abandoned. The cattery proprietor will then assume ownership of the cat(s) and alternative arrangements will be made for them to be cared for and rehomed by a registered cat charity.
* Limitation of Liability:

Neither the proprietor of The Cattery at Cuckoo’s Corner nor any representative of the Cattery accepts liability for any accident, loss, damage, injury or illness to the cat(s), owners or any other person or property whatsoever howsoever caused, save for personal injury or death caused by negligence of the Cattery.