

Acre Farm Cattery Terms & Conditions

General

All cats are boarded at their owner's risk. The cattery will take due care and diligence to ensure that the cat's security and wellbeing is catered for at all times.

Male cats over the age of six months are only accepted if they have been neutered.

All cats should be registered with a veterinary practice and the contact details should be provided to the cattery.

All cats must be up to date with their Cat Flu and Cat Enteritis vaccinations.

Boosters must have been given at least two weeks prior to boarding.

The vaccination certificate must be available for inspection on admission.

We reserve the right to refuse boarding to any cat that does not have a valid vaccination certificate.

All cats must be healthy on arrival. We may accept cats for boarding with a pre-existing illness providing that it has been diagnosed by a vet and accompanied by a letter of assurance from the vet that the cat is acceptable for boarding in a cattery.

We reserve the right to refuse boarding to any cat that in our judgment appearing to be unwell or thought to be suffering from any illness or infectious disease.

The cat owner accepts that if during routine monitoring of your cat we identify any cases of worms, fleas and/or ticks. We may administer the appropriate treatment to resolve the problem. Any treatment provided will incur additional cost.

Cats will normally be housed in a unit with enclosed heated sleeping accommodation. However, we may find it necessary to make use of a temporary 'pen only' accommodation should a cat not be collected on time or to allow for thorough cleaning and disinfection of the units as necessary.

Only animals from the same household may share accommodation.

Cats are insured during their stay but the cover assumes that no cat has a value greater than £50. Terms of the cover are available upon request.

The cattery reserves the right to re-home cats that are not collected within seven days of the arranged collection date, where owners have not contacted the cattery, as necessary.

Illness During a Cats Stay

If a cat becomes ill during its stay then we will consult with our own veterinary surgeon who may wish to consult with the cat's veterinary practice.

New illnesses should be covered by our insurance. Any fees incurred as a result of a pre-existing condition will be the responsibility of the owner.

If an owner wishes us to use their own veterinary practice then all transport and veterinary fees are the responsibility of the owner.

In all cases we will act in the best interest of the cat with respect to its health and freedom from suffering and we will follow the advice of a veterinary surgeon on such matters.

We will of course attempt to contact the owner and keep them informed at all times.

Please inform us if your cat has any unusual habits or behaviours so that these are not mistaken for an illness.

Medication

If your cat requires medication on a regular basis e.g Creams, Tablets, Injections etc. this can all be carried out during your cats stay in the cattery. Please make sure you supply sufficient medication for the duration of the stay plus a couple of extra days in case of any delay to your return. Ensure all medication is clearly labelled with cats name and dosage instructions.

Feeding

Food provided is quality complete diet wet & dry food. Normal feeding is twice per day, morning and late afternoon. Kittens, elderly cats, or cats on special diets can be fed more regularly if required.

Clean fresh water is available at all times.

We can provide alternate food as required at a small additional fee.

Should owners wish to supply their own alternate food then they are welcome to do so.

Cats with special dietary needs should have all food supplied by the owners. Please ensure an adequate supply for the duration of the stay plus a little extra in case of delays in collecting the cat. Owners should also provide details of special feeding routines.

Collection and Delivery

Cats can be delivered and collected at any time during our opening hours.

We understand that sometimes delays can occur, for example because a cat has 'gone missing' from home just as owners are about to leave for their vacations. On such occurrences we will do all we can to accommodate deliveries outside normal hours. However, this cannot be guaranteed and we recommend that owners ensure that their cats are secured at home in good time before departing for the cattery.

Collection outside normal hours is strictly by prior arrangement only.

Owners are welcome to supply their own bedding, beds, toys and scratching posts (no bean bag type items).

However, should these items become soiled, we reserve the right to clean/wash these items and we can take no responsibility for any damage caused by the antibacterial products we use to maintain cleanliness. In extreme cases we also reserve the right to dispose of these items.

We recommend that sturdy plastic or wire carry baskets are used to transport your cat and the security of all clasps and locks are checked before departing for the cattery.

Cardboard carry boxes are not recommended as the cat cannot be contained securely.

In cases of insecure boxes/baskets the owner will be responsible for the cat until it is securely in its pen.

We are happy to store carrying baskets for the duration of the cats stay. It would be helpful if these are marked clearly with the owner/cat's name. Baskets are left at owners own risk.

Boarding Charges

Reservations can be made during business hours by phone or at any time by e-mail.

Bookings are only considered confirmed once we have received a non-refundable deposit of £10 per cat even if sharing (this will be deducted from the final bill).

Boarding fees are charged at a 'daily rate' including day of arrival and departure.

Bills will be made out for the period booked. Early collection, without agreement, will incur the full booking period fees.

Late cancellations, less than two weeks before the date of expected arrival at the cattery, during peak periods will normally incur a charge of 100% of the booking fee. (Note: If this occurs as a result of a cancelled holiday your holiday insurance may cover this fee).

Unauthorised overstays will be charged at twice the daily rate.

Payment in full is due on collection and is welcome by Cash, Cheque or Credit/Debit Cards.

Cheques that are not honoured will incur an additional charge of £20 and total payment will be required in cash.

Cats will not be released until all bills are settled in full.

Delivery of your cat into our care signifies your agreement to these terms and conditions.

Acre Farm (Services) Ltd reserves the right to amend these terms and conditions at any time and without notice.

Any Questions?

If you have any questions or concerns before or after a period of boarding please do not hesitate to contact us.

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