

Park View Cattery

Things you need to know... (terms and conditions)

Bookings, Amendments and Cancellations

- First time customers will need to complete a booking form providing personal details before arrival. All customers will receive an email confirmation of their booking which includes the terms and conditions. By requesting a booking and receiving confirmation this determines your acceptance of our terms and conditions (available to view on our website in advance of booking request and sent with your confirmation email).
- If you would like to reduce, change, or cancel your booking, you must inform us 14 days prior to the arrival date or full payment of the original booking will be required by bank transfer. Your pet insurance or holiday insurance may reimburse cattery fees due to cancellation of holiday plans. Please check with your insurer and/or policy documents and make sure you have adequate cover in the event of cancellation – paperwork to support your claim will be provided. Extension of your booking can be requested at any time if space is available.
- If any cat is not collected within 14 days of the stated departure date, and no communication received either from the owner or their agent, we reserve the right to make alternative arrangements.

Payment

- Charges are calculated daily, starting with the day of arrival and include the day of departure. 3 days minimum stay charge.
- The full payment for your stay will be due on or prior to collection of your cat by our preferred method of bank transfer, alternatively cash or cheque. If you collect earlier or drop off later your original booking fee will still be charged, unless the booking is extended, for which we will add the extra days' charges.

Prophylactic Treatment Requirements

- All cats must be vaccinated against feline infectious enteritis, feline panleukopenia & feline respiratory viruses. A valid certificate must accompany the cat on arrival or evidence sent via email prior to arrival. Vaccinations should be completed 14 days prior to arrival.
- Flea and worming treatment must be administered prior to arrival and a verbal as well as an owner's signature confirmation of this will be required.
- All cats must be neutered if aged seven months and over.



Drop-off and Collection

Opening times: Monday-Friday- 8-10am & 4:30-6pm

Saturdays and Sundays- 8-10am only

Please note we are closed for drop off & collection on Bank Holidays, Easter weekend (Friday to Monday) & 25 - 27 December inclusive. Please see our website for latest information.

- Please check that these times and days are suitable for the booking you have made.
- All cats must be brought into the cattery in a pet carrier which should be left with the cat for the duration of the stay.

Administration of Medication, Illness and Veterinary Visits

- Whilst every care and precautions are taken to safeguard the health and wellbeing of all cats at Park View Cattery, all cats are boarded on the understanding that it is entirely at their owner's/designated responsible person's own risk. The owner warrants that their cat is in a fit and healthy condition prior to their stay.
- All cats are regularly monitored whilst in our care, however if we are concerned about their health and wellbeing, we will contact you (or your emergency contact if you are unavailable) prior to seeking veterinary services.
- Should your cat fall ill during their stay and a visit to a veterinarian is required, you agree to pay any fees incurred (this includes transportation). £5 for Abington Park (Holcot Centre) Vets, all other vet trips will be calculated at £1 per mile.
- Medication can be administered on request- please inform us about any medical requirements prior to booking. Medication must be prescribed by a veterinary professional and full and clear instructions (regarding dosage and administration method) are provided by the owner. Medication can only be given with cooperation from your cat. Every effort will be made to administer the medication but if your pet becomes extremely distressed, medication may not be able to be administered and we will seek advice from you at that point. Please supply a quantity of medication to allow for extended emergency stay.

Data Protection and Privacy Policy

- Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 1998. No personal details are passed on to third parties nor shared with companies / people outside of Park View Cattery.