



Terms and Conditions

These terms and conditions have been defined to safeguard the health and wellbeing of all the cats in our care and forms part of your contract with Katnaps Kattery. Please read these carefully and contact us should you have any questions.

Whilst every care and precaution will be given to your cat(s) during their stay with us, they are boarded entirely at your risk and the cattery cannot accept any liability for accidents, illness or loss.

Health

- All cats must be transported to and from the cattery in a secure pet carrier.
- All cats over six months of age must be neutered/spayed.
- Cats must be fit and in a healthy condition on arrival. We reserve the right to refuse admission of any cats showing signs of illness pending veterinary advice.
- Any behavioural concerns must be disclosed at time of booking.
- All cats must be treated for fleas and worms with a vet approved product at least 1 week prior to boarding. Please provide date of last treatment. If there is evidence of fleas, lice, ticks or worms during their stay, we will contact your vet to arrange treatment. The cost of transport and treatment will be your responsibility.
- Should your cat require veterinary attention during their stay, we will make every effort to consult with you and your vet. If this proves difficult, we will reach out to our vet for advice. Any fees incurred will be your responsibility, including all vet charges and transportation costs.
- For safety reasons we request that cat collars are removed prior to boarding.

Vaccinations & Medication

- All cats must be immunised against the following within the last 12 months and not less than 4 weeks prior to boarding:
 - Cat flu – Feline Herpes Virus (FHV) & Feline Calicivirus (FCV)
 - Feline Infectious Enteritis (FIE)
 - Feline Panleukopenia Virus (FPV)
 - Feline Leukaemia Virus (FeLV)
- Valid vaccination certificates must either be uploaded into our booking system or presented on arrival to be retained by us and returned on collection. We reserve the right to turn away any boarders if proof is not presented.
- All existing medical conditions must be disclosed at time of booking.
- At your request, we are happy to administer medication prescribed by a vet, excluding injections. If your cat is on medication, please ensure you supply enough for the duration of the stay, ideally in its original container with clearly labelled instructions from the vet.
- We do not accept responsibility for the outcome if we are not able to administer medication to aggressive cats. We will attempt to contact you (or your emergency contact) and/or a veterinary surgeon for advice if required.

Boarding

- We will provide food, water, litter, bedding and toys to ensure your cat enjoys a comfortable stay at the cattery. However, we do encourage you to bring your own belongings so your cat has something

familiar with them to help them settle in quicker. We will try to ensure they are kept in good condition but cannot be held responsible if they are lost or damaged.

- If your cat has special dietary requirements, please provide enough food for the duration of their stay and labelled with your cat's name.
- Only cats from the same household may share accommodation at your request. We will monitor the behaviour between the cats and with your consent will separate them if they become aggressive to each other or show signs of stress to ensure the cats remain safe. Additional charges will apply and added to your final invoice.
- Drop off and collections are by appointment only each lasting 15 minutes. Longer appointments can be arranged for larger cat families. We request that you allow enough time to make the start of your appointment.
- If you need to extend your stay beyond the dates booked, please inform us at the earliest opportunity to see if we have room available.

Boarding Fees

- Rates are charged daily with a minimum charge of 2 days boarding including date of arrival and departure. There is a minimum charge of 5 days for the period between 24th December and 2nd January.
- To secure your booking, a non-refundable and non-transferable deposit of 25% is required at the time of booking.
- The outstanding balance is payable on or before collection. No cats will be released until full payment is received.
- Please see <https://katnapskattery.co.uk/bookings> for the current prices. Please contact us to arrange boarding for three or more cats.

Cancellation

- Cancellations made within 7 days of boarding will be charged at the full rate for the period booked.
- Cancellations made between 8 to 14 days of boarding will be charged 50% for the period booked.
- Cancellations made more than 14 days prior to the start will not be charged for the booking. However, the deposit will not be refunded.

Collection

- If you need to arrange for someone else to collect your cat, please notify us in advance and ask them to bring a form of identification with them. No cat will be released without it.
- Early Collection: If you wish to collect your cat earlier than the expected departure date, the full period of the booking will be payable.
- Late Collection: If you are late collecting your cat without an agreement with us in advance, the additional days will be charged at double the normal rate.
- Uncollected Cats: If your cat is not collected within 14 days of their expected departure date and no communication can be made with you or your emergency contact, we reserve the right to re-home your cat.

Photography

- We will occasionally take pictures of the cattery and our guests to use for promotional purposes, and to update our customers on how their cats are getting on.

- We reserve the right to use these photographs without cost. These may be published online on our website or via social media sites.

Insurance

- TBC