

**Furry Friends Pet Care Services**

Terms of Business for services effective: 1st August 2025

**Booking/Boarding Fees:**

* In line with other boarding establishments, we take a 25% non-refundable/non-transferable booking fee to secure all boarding bookings.
* To secure the booking, the booking fee amount detailed in the breakdown sent over to you should be paid into the account detailed, stating your pet’s name as the payment reference within 48 hours of the booking breakdown being received, unfortunately, if we do not receive your booking fee, we cannot guarantee your space will still be available, as if we receive a request for your chosen dates and we have not received the booking free from you to secure your booking, you may lose these dates.
* Please note that by sending the Booking Fee payment you are confirming you have read and agree to these Terms and Conditions.
* The remaining balance will be required to be settled upon collection of your pet.
* All boarding fees are charged per day and are inclusive of the day of arrival and day of departure.
* No reduction in fees will be made in the event of owners returning home earlier than the period booked.

**Cancellation Fees:**

* We require 28 days notices to be given in the event of a cancellation. If we are notified within this period then, 50% of the remaining balance will be payable at the discretion of Furry Friends Pet Care Services, by signing and returning these Terms and Conditions, you are agreeing to this condition, when making all future bookings.

**Vaccinations and Health:**

**Vaccinations:**

* We require all cats to be up to date with their vaccinations for Feline Enteritis and Feline Calicivirus (Cat Flu).

Unfortunately, we are having a number of owners, informing us that they have failed to get their cats in for their boosters/vaccinations on time and when trying to get in with the vets, are being told this is not possible in the short timeframe, resulting in us being unable to have the cats and therefore being left with an empty suite. Due to the number of bookings, we are now taking, we are finding it difficult to chase for up to date vaccination records, so by signing and returning these Terms and Conditions, you are agreeing that it is your responsibility to ensure that your cat has had its boosters in time for their visit.  Failure to supply evidence of this, will result in your cat being unable to stay and the full cost of the booking will still be payable, if you have not provided us with an up to date copy of the vaccination certificate to cover their stay.

**Flea Treatment:**

* All cats should be treated for fleas and worms prior to their stay with us, preferably one recommended by your vet, as opposed to over the counter products as these are less effective.
* Should any parasite or fleas be found on my pet whilst in the care of Furry Friends Pet Care, then the Client consents for Furry Friends Pet Care to contact the pet’s usual Vet and acquire any necessary treatment and the client’s further consents for any additional costs for such treatment to be added to their final bill upon collection of their pet.

**Health/wellbeing:**

* All cats are to arrive at Furry Friends Cattery in a secure pet carrier, which can be kept on site for the duration of the cats stay.
* All pets will be subject to an initial assessment by Furry Friends Pet Care Services staff prior to using any services Furry Friends Pet Care Services offer. Furry Friends Pet Care Services reserves the right to refuse admission to any pet deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
* The Client agrees to take any necessary measures or precautions to ensure that their pet is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify Furry Friends Pet Care Services immediately of any infectious and/or contagious disease or conditions their pet has been exposed to or is affected by. Such diseases and conditions include, but are not limited to, Distemper, Hepatitis, Kennel Cough, Parvovirus, Corona Virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. Furry Friends Pet Care Services reserves the right to refuse admission until satisfied that the condition is resolved.
* Furry Friends Pet Care Services has relied on the Client’s representation that their pet is in good health and has not harmed or shown aggression or threatening behaviour towards any person.
* The Client agrees to notify Furry Friends Pet Care Services immediately of any unwelcome, aggressive, procreative, or dangerous behaviour of their pet that has potential to cause harm to an individual.
* Multiple cats are only boarded if from the same household and do not show signs of aggression towards one another.
* We are unable to board un-neutered male cats over the age of six months old. We further request that all females are neutered too.
* Should your pet become unwell during their stay with Furry Friends Pet Care Services, we will attempt to contact their vet, but should this not be possible for any reason, we will take your pet to The Park Veterinary Group. Any fees incurred as a result of a pre-existing condition will be charged to the owners upon collection.
* Furry Friends Pet Care Services cannot be held liable for any illness, injury of death of any animal in their care.

**Insurance**

* Furry Friends Pet Care Services has public liability insurance cover in place but would always advise owners to take out individual insurance for their pets.

**Opening Times/Drop off/Collections/Viewings:**

Monday to Friday

(8am-10am) – (2pm-5pm)

Revised to slightly earlier, during the winter months due to the night’s drawing in and the the lighting in the garden

Saturday/Sunday (and Bank Holidays)

(10am-12noon)

* All drop off and collection and viewing slots are by appointment only, we will contact you nearer to your booking to arrange a convenient slot for drop off and collection, but with regards to collection, please can we ask that you note our opening times, and please be conscious that our last collection slot is 5pm on weekdays and 12noon at weekends/Bank Holidays, as these are a condition of our licence, and we are to strictly adhere to them. If you feel that you will not be able to get back in time to collect your pet or are unable able to arrange for someone else to do so on your behalf, please can you look to add an additional day to your booking please, especially during peak periods when we are likely to have back to back bookings.

Please **sign and return** this form to confirm that you have read and understood the amended Terms and Conditions and are agreeing to them, prior to your pets next visit to us.

Signed: …………………………………………….

Dated: …………………………………………….