

Purrchester Cat & Small Animal Hotel

Booking Terms & Conditions

Effective from June 2025

1. Bookings & Deposits

- All bookings are subject to availability and must be confirmed following completion of a booking form.
- A **non-refundable deposit** of 20% is payable at the time of booking to secure the dates.
- Balance is payable 30 days before the stay. Failure to pay will result in losing the booking.
- Minimum stay of 2 days applies. Stays are charged per day, not night, to ensure adequate time for deep cleaning between guests.
- Bank holidays incur an additional surcharge of £15 per booking.
- Xmas, Boxing, New Years Day & Easter Sunday are charged at double rates

2. Cancellations

- Cancellations made more than 30 days before the booking start date will not incur additional charges beyond the deposit.
- Cancellations made within 30 days of the booking start date will be charged 100% of the total fee.
- No shows are charged at 100% of the total fee.

3. Vaccinations & Health

- All cats must be fully vaccinated against the following at least 14 days prior to boarding.
 - **Feline Parvovirus also known as Feline infectious enteritis**
 - **Feline Panleukopenia**
 - **Feline Herpesvirus (FHV)**
 - **Feline Calicivirus (FCV)**

- Proof of up-to-date vaccination (vaccination card) is required on arrival and will remain at Purrchester for the length of the stay. If proof is not shown at check in, boarding will be refused at full cost to the customer.
- It is advised that all Rabbits be fully vaccinated against the following at least 14 days prior to boarding. Boarding without these vaccinations is entirely at the owners risk.
 - **Myxomatosis**
 - **RVHD1 & RVHD2**
- Cats must be treated for fleas and worms prior to arrival. If evidence of fleas/worms is found, treatment will be administered at the owner's expense. And an additional deep clean charge of £50 will be payable prior to collection.
- All cats must be neutered unless under 6 months of age
- We reserve the right to refuse admission to any animal showing signs of illness or any Cats without valid vaccination records.

4. Uncollected animals

- If your animal is not collected on the agreed collection date and we have not heard from you, we will make every reasonable attempt to contact you & your emergency contacts using the details provided. If we are unable to contact you, boarding charges will continue to accrue at the standard daily rate.
- If your cat remains uncollected for **14 days** without contact or payment, and all reasonable attempts to contact you and your emergency contact have been unsuccessful, we reserve the right to treat the cat as abandoned and will make arrangements for rehoming through an appropriate welfare organisation.
- The owner remains liable for all outstanding boarding fees, collection costs, and any associated legal or administrative costs.
- For any outstanding fees, payment will be sought via small claims court or debt collection service.

5. Veterinary Treatment

- If your pet becomes unwell during their stay, we will contact you or your emergency contact and seek veterinary attention from your nominated vet or Northlands of Kettering.
- Any veterinary fees incurred will be the responsibility of the owner and payable on collection.

- In the unlikely event of a medical emergency, we will act in the best interest of your pet and follow veterinary advice, we will not wait for customer contact or confirmation if its not in the best interest of the animal.
- Should an animal pass away during their stay, you will be notified and the animal will be taken to your own veterinary for storage, unless you advise otherwise

6. Feeding & Medication

- To ensure minimal interruption to your pet's routine and avoid an upset tummy, please provide enough of their normal food for the duration of their stay. If food is not provided, we reserve the right to refuse admission. If insufficient food is provided costs of purchasing will be charged and payable on collection.
- We are happy to administer prescribed medication as per written instructions at no additional cost. Please ensure all medication is clearly labelled. If medication is timed there may be an additional charge, which will be discussed and agreed at the time of booking

6. Belongings

- You are welcome to bring your pets own bedding, toys or blankets. While we take the utmost care, we cannot be held responsible for any damage to personal items.

7. Liability

- Whilst every care and precaution are taken, pets are boarded entirely at the owner's risk. We accept no liability for illness, injury, loss or death unless caused by proven negligence on our part.

8. Opening Hours & Drop-Off/Collection

- Pets must be dropped off and collected at a pre agreed appointment time only.
- Late collections may incur additional charges unless agreed in advance.

9. Multi-pet Households

- Cats from the same household may share accommodation only at the owner's request and risk. If aggressive behaviour is observed, we may need to separate them, and additional charges may apply (Only cats will be housed in the cattery building) and no cats will be housed in the cottage.
- Rabbits and guinea pigs will only be housed in bonded pairs or alone – never with unknown animals.
 - We don't attempt bonding during their stay.

- Smaller animals (hamsters, mice, etc.) must arrive in their own secure, appropriate enclosures.

10. GDPR & Data Protection

- All personal information is kept confidential and used only for the purpose of your booking and communication with you. We do not share your data with third parties.
- Photos taken during the stay may be posted to social media, unless specifically requested not to.
- Full individual Purrchester operating policies and procedures can be read upon request (copies will not be sent).

By placing a booking with Purrchester you confirm that you have read, understood and accepted these terms and conditions.