

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 4 weeks 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 £10 per booking.
- Xmas, Boxing, New Years Day & Easter Sunday incur an additional £15 surcharge per booking.

2. Cancellations

- Cancellations made more than 4 weeks before the booking start date will not incur additional charges beyond the deposit.
- Cancellations made within 4 weeks of the booking start date will be charged 50% of the total fee.
- No-shows or cancellations within 2 weeks will be charged in full.

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)**

- All Rabbits must be fully vaccinated against the following at least 14 days prior to boarding
 - **Myxomatosis**
 - **RVHD1 & RVHD2**
- Proof of up-to-date vaccination (vaccination card) is required on arrival and will remain at Purrchester for the length of the stay.
- 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.
- 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 or Rabbits without valid vaccination records.

4. 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.

5. 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 can be house in the cattery building).
- 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.