

Boarding Terms and Conditions

ARC LODGE

CATTERY

Tel:

01634 852595

WEB:

www.arc-lodge.com

Email:

arclodgecattery@gmail.com



OPENING HOURS

Monday-Friday:

07:00-10:00 & 15:00-18:00

Saturday:

07:00-10:00 & 15:00-17:00

Sunday & Bank holiday

07:00-12:00

During Winter

November-March

Monday to Saturday

open 8am close 5pm

***Appointment ONLY**

The Animal Welfare

Licensed By

Medway Council

Ver. Jan/2022

1. Cats will NOT be accepted for boarding without proof of valid and up to date immunisations against Feline Calicivirus, Feline Herpesvirus (Cat flu) and Feline Panleukopenia (Feline enteritis). Feline Leukaemia (FeLV) recommended outdoor cat.
2. All cats must be vaccinated annually with the vaccination administered no longer than 15 months from the previous vaccinations.
3. All cats must be up to date with regular flea and worm treatments. (Cattery request up to date treatment information) Any cat found to be carrying fleas or worms will be treated and the owner will be charged accordingly. Although a good quality product will be used, Cattery will not be liable for any reactions caused as a result of the product used.
4. Owners must inform Cattery at the time of booking and arrival at the cattery of any medical history which may affect the cats stay at the cattery, including pre-existing or reoccurring medical conditions. (Please still make us aware even if you think the condition will not affect the cat during its stay).
5. Cattery reserves the right at its sole discretion to refuse administration of any cat showing illness and signs of infectious disease, pending veterinary advice.
6. If your cat develops a medical condition or suffers an injury whilst boarding with Cattery the cattery veterinary surgeon will attend the cattery or the cat may be removed to a veterinary surgeon care at the sole discretion of Cattery. Cattery reserves the right to contact the owner's veterinary surgeon to discuss past or current medical conditions. Cattery will also use reasonable endeavours to contact the owner or owner's representation. However, if contact with the owner or owner's representation is not possible any treatment deemed necessary by the cattery veterinary surgeon or cattery management will be carried out without owners' consent.
7. All cats will automatically be covered by pet insurance upon their arrival and for the duration of their stay. However, this will not cover any existing medical conditions your cat may have on arrival.
8. Boarding rates are charged daily including day of arrival and departure and includes all food (except prescription diets or supermarket own brands etc. – which must be supplied by the owner), beddings, litter, chalet heating, and insurance. There is minimum of 4 days stay and 5days over Christmas/New year.
9. Cattery will use reasonable endeavours to supply and feed as instructed by the owners. However, alternative diets / brands may be fed if difficulties are found obtaining the cats usual food, or if it is not eating its usual diet. If you are aware of brands of cat food your cat cannot eat you must make Cattery aware on checking in.

Boarding Terms and Conditions

ARC LODGE CATTERY



Prices:

(inc. the day of arrival and departure)

Single Cat	£ 12.00
2 cats Sharing	£ 19.00
3 cats Sharing	£ 25.50
4 cats Sharing	£ 32.00

* If you are collecting your cats before 8:00am will be no charge on that day. Only arranged in advance with booking.

Booking and viewing only by appointment

Minimum Stay period of 5 days during Christmas and new year, 4 days for all other dates.

Christmas & New Year's Day supplemental charges of £10 per day per cat

10. Full payment is required before checking in. Cats will not be accepting until full payment is received by Cattery.
11. Sharing of accommodation is only available to cats which are considered compatible by Cattery, and which are from the same household. If multiple cats sharing from the same household do have issues with one another, Cattery reserves the right to separate the cats and the owner will be charged accordingly.
12. Male's cats over 6 months of age are only accepted for boarding if neutered.
13. PAYMENT OF DEPOSITS: A no-refundable deposit of £23 or 25% of total boarding fee (round up the nearest £5) must be paid on booking to secure your cats holiday accommodation. This will be deducted from your boarding fee.
14. CANCELLATION/ AMMENDMENTS: If Cattery is not notified at least 7 days before the booked checking in day, Cattery reserves the right to charge the owners for the full reserved period if they are shortening/ cancelling the booking (for whatever reason). When a booking need amending you are advised to inform Cattery as soon as possible to avoid problems when arriving for boarding.
15. Please be aware that if you are booking boarding for the following year the tariff may have altered from the time of booking to when you board, as prices are reviewed each year, to take in to account any relevant factors. Any revised changes will be implemented from the 1st September. If you do not agree with any price increase that may affect your booking, you are entitled to cancel the booking without penalty before 1st December of the same year.
16. Unclaimed cats will be found alternative care/ ownership if after 2 weeks from the end date it has not been possible for Cattery to make contact or receive contact from the owner or their emergency contact. Or received full payment for the booked stay.
17. Cats must be transported in a suitable and secure pet travel carrier; this must be left with Cattery during the cats stay.
18. Cattery require a contact of a friend, neighbour or relative in the event of medical emergency or if you are delayed in picking up your cat. we cannot guarantee to be able to hold your cat for any extra days. as Please inform Cattery of the standby collectors contact details when you are checking your cat in for boarding (if different from your emergency contact).
19. All belongings are left at owner's risk. Any items left unclaimed for 7 days after boarding may be disposed of.
20. Management as the right to update these terms and conditions at any time.

COVID-19

New cattery procedure

During the lockdown we have reviewed all our risk assessments and implemented several changes with government guidance.

- A completely closed reception with a new [handover protocol](#), checking in and collection strictly by appointment only in advance. Each appointment is a set 15-minute window, and we only accept one person at the gate. (Keeping social distancing). Please just bring one item from home (bed/blanket). With this new protocol, animals will be wiped down using a pet safe, damp, disposable clean cloth provided by us at arrival and checking out with your consent. (Cat carrier/box will also be washed/disinfected and left air dry)
- All [communication will be by e-mail](#) if possible. If you could scan and send us vaccination record/ flea & worming purchase (Vet) invoice in advance. The consent forms can be sent to you to sign if you are unable to submit electronically.
- [All payment by debit/credit card in advance](#) by *Bank Transfer or Worldpay* pay over the phone, all contactless way. No longer accept "Cash" and "Cheque" payment method. Balance should be paid 7 days before checking in.
- Failure to provide proof of [up-to-date vaccination record/ Flea & worming treatment](#). Not accepted to boarding our cattery and still full payment required.

There are still uncertainties around us with this virus, please keep social distances and stay safe and well.

Please advise me in advance, if you have experienced quarantine in your household then we must keep cat(s) in isolation quarantined for 3 days.

We would very much like to discuss new procedure to work in line with government guideline and there is no compromise. Our duty of care with your cat(s) and our customers.

Thank you for taking the time to read this document. If you have any question and concern, please do not hesitate to contact us. I look forward to welcoming you soon.