

The CaT NaP Terms & Conditions

Cattery Licence No: 091305

By making a booking or reservation at The CaT NaP, you are confirming that you understand and agree to our terms & conditions. Please see below for further details.

Making a booking & Paying for your pets stay:

To make a booking: If you have booked with us before we will email you confirmation if your chosen dates are available. If it's been a while since your last stay or cats last stay we may email a form too for you to update or check the details, we have on file are correct.

If you haven't booked with us before & we have your chosen dates available we will email you a booking & consent form that you must complete and return by email within 24hrs of it being emailed.

As a small cat hotel late bookings, within 24hrs, may not be possible and looked at on an individual basis due to the time it takes to gather the correct information and payment.

Payment: You will be billed for the total number of calendar nights you have booked including any additional fees such as early check in or late check out, claw clipping, cab service or out of hours.

We ask that you pay a non refundable non transferable deposit of 10% within 24hrs of your booking being confirmed (A minimum deposit of £20 applies). For bookings made within 14 days of arrival a 50% deposit is required and within 7 days full payment is required. The deposit payment will be deducted from the balance payment. The balance payment is to be made at least 7 days before your cats arrival.

Your booking is only confirmed when we are in receipt of your completed booking form & the required deposit. We reserve the right to rebook the pen if a deposit isn't received on time.

If you fail to pay the deposit or remaining balance on time we reserve the right to cancel your booking (deposits will be retained should the balance not be paid on time & your booking cancelled).

Payment can be made by cash or bank transfer.

Account details for transfers:

Mrs Heidi Walker
Account #: 30591248
Sort code: 07-08-06

Cancellations & Booking Alterations if you need to change or cancel your booking you can email us at info@thecatnapwoodcote.co.uk. If you call or message as we need this in writing you will be requested to send a follow up email.

If you cancel your booking 8 days or more before your cat's arrival, we will retain your deposit. Your deposit is non refundable.

If you cancel your booking 7 days or less before arrival, we will retain 100% of the booking value.

Any amendments made to your booking will be looked at on an individual basis however at certain times of the year or within 14 days of your intended arrival you may be required to cancel and re book (cancellation

rules will be applicable). An amendment fee of £10 will apply automatically if you are amending the same booking more than once or should the amendment leave us with unsellable nights.

Arrival & Departures:

Your arrival is by appointment only. Each customer is given a 20 minute slot (where possible) to arrive, check in & settle in). If you arrive outside of your allotted time you may have to wait.

Check in times are appointed between the hours of 12-15:45 weekdays, 12:00-14:45 on Saturdays & 12:00-12:45 on Sundays).

Check out times are appointed between 09:00 and 11:00 each day bar Sundays when it's 10:00-11:00.

Out of hours check in/check out are occasionally possible, an hourly fee of £15 will apply for each hour (or part thereof) outside of our standard opening times.

Although we are looking after your cat's on public & bank holidays, we are closed for check in & check out.

We are a small cattery & as a result in busy periods we are on a tight turn around for cleaning of pens between each cat. This is why we ask for a set arrival & departure time; we ask that you stick to the times stated upon booking unless previously agreed; otherwise, your pet may have to be removed from their pen & put in a holding crate until you arrive to collect them. If you are running late or early please notify us by text or WhatsApp as soon as possible.

Open hours: Please be aware that nobody will be available to meet with you unless previously arranged to check cats into or out of the cattery. The CaT NaP is a family-run business, & shares its site with other small businesses, & a livery stable yard. The CaT NaP is closed to the public outside of opening hours, even if the gates are open & people are around. We thank you for your understanding & courtesy in this matter.

Although when arranged, you are welcome to collect your pet(s) before the scheduled collection date, we cannot give discounts to reflect the unused portion of the stay. This is because we plan our occupancy & staffing levels in order to accommodate your cat(s) for the full span of dates requested, & we still have to bear the associated costs even if you pick your pet up early.

Failure to collect your cat on time will result in additional charges. Failure to collect your cat within 14 days of the date specified for collection without notification from you will result in rehoming of your cat.

Insurance: We take every measure possible to ensure the safety & wellbeing of your pet however all pets are boarded at their owners own risk; The CaT NaP is fully insured by Cliverton.

Vaccinations: It is your responsibility to ensure that your pet is up-to-date with all of the standard vaccinations, & to provide evidence of this when you drop your pet off in the form of a vaccination record signed by your veterinarian including batch numbers & vaccination details. Cats can be vaccinated from approximately eight weeks old; two initial vaccinations are required usually three or four weeks apart; it is 14 days after the second vaccination that your cat can enter our cattery. After initial vaccinations your cat needs yearly boosters; failure to keep up with yearly boosters means your cat will not be accepted into our cattery & your vet may require you to start the initial vaccinations again.

Pre-existing Medical Conditions: By bringing your pet to The CaT NaP, you are confirming that you believe your pet is medically fit to stay with us. If your pet has any known health issues, it is your responsibility to: inform us of any symptoms or signs to watch out for; pass on to us any advice you have received from your vet; supply any medication or medically-required food and/or cat/pet litter, along with clear & accurate instructions on how to administer it; ensure that your pet is not carrying any contagious diseases upon

arrival at The CaT NaP; ensure that your emergency contact has the necessary information to instruct us in the case of a medical emergency. Although we are happy to administer medications free of charge where medications are necessary outside of our working hours we unfortunately may not be able to accept your booking, please check with us before booking if you are in doubt.

If your pet requires medical attention while at The CaT NaP we will use our judgment to decide whether to "watch & wait" or take your pet to the vet. We will attempt to contact you and/or your emergency contact before making an appointment with the vet. It is your responsibility to ensure that somebody who can advocate for your pet is able to respond to us immediately, in case of medical emergencies. Where possible, we take pets to their own vets. There is a charge of £15 per appointment for each trip to a vet in the Sale or Altrincham area or our registered vets (Greenbank Veterinary clinic, Gatley), to reflect our travel & staffing costs. If we cannot contact you & we believe that your pet needs medical attention urgently, we will make an appointment with the vet & refer all decisions to him/her. We are not financially responsible for any medical bills that arise during your cat's stay at The CaT NaP.

Safety on site: You are welcome to accompany us to your cat's pen when we go to settle him/her in. However, please be mindful of the fact that The CaT NaP is situated on a stable yard. While we take reasonable precautions to keep our visitors safe, you are responsible for following our instructions & avoiding obvious hazards. Please heed the signs asking you not to touch the animals. Never go off ahead of the staff member who is guiding you around the site, or ignore any instructions relating to health and safety. Parking is provided at the front of Woodcote Stables, please drive at a snails pace when entering the yard due to animals and people being present.

Please do not touch or play with cats other than your own while you are at The CaT NaP. This helps to minimise the risk of cross-contamination, as well as avoiding potential bites & scratches.

If you bring your children to The CaT NaP, you must take full responsibility for ensuring that they stay close to your guide & follow health & safety instructions at all times.

We take every measure possible to ensure the safety & wellbeing of your cat however all cats are boarded at their owners risk

We reserve the right to cancel your booking if you do not adhere to these terms & conditions.

If you have any questions or worries about booking your pets in at this current time please do not hesitate to contact us.

Many Thanks

The CaT NaP