

The CaT NaP at Woodcote – Booking & Consent form

Once your form is submitted, we will contact you with availability. If you prefer, please contact us to check availability before filling in this form.

Thank you.

Dates of Stay

Arrival Date

Arrival Time

Departure Date

Departure Time

Details of cats boarding with The CaT NaP

1st Cat

Name

Age

Sex

Breed

Distinguishing features

Neutered? Y/N

Microchip number

Insurance provider

Insurance policy number:

Insurance excess amount:

2nd cat

Name

Age

Sex

Breed

Distinguishing features

Neutered? Y/N

Microchip number

Insurance provider

Insurance policy number:

Insurance excess amount:

Owners Details

Owner's full name:

Home address:

Contact no. (Business hrs)

Mobile

Landline no:

Email address:

Emergency contact (name & no.):

I have informed my emergency contact of my cat's requirements: Yes/No

Where did you hear about us?

Health details:

Name and telephone no. of cat's vet:

The vet has been informed that my cat(s) are staying with you: Yes/No

Details of any current/recent medical issues:

If relevant - please give the name, dosage, administration method and administration schedule for any medication:

Details of any specific dietary requirements/ preferences:

ALL male cats over 9 months of age must be neutered

Required for all cats – Please give dates for the most recent preventative treatments given: Routine vaccinations Flea treatment Worm treatment Any other requirements or preferences. Current vaccination cards/records must be provided my email before arrival or on arrival, your cat must be fully vaccinated and up-to-date with subsequent yearly boosters.

Authorisation for Veterinary Treatment:

I give my permission for worm/flea treatment to be given if necessary.

In the case of suspected illness, I consent for a veterinary surgeon to be contacted, my cat examined, and investigations performed if these are advised (e.g. blood tests, X-rays, scans).

I consent for the CaT NaP to administer any treatments which the vet considers advisable.

I understand that the tests and treatment will be given at my own expense, and I agree to take financial responsibility.

I also give consent for euthanasia if this is recommended on humane grounds by the veterinary surgeon caring for my cat, in consultation with my own veterinary surgeon and/or named emergency

contact. I have detailed any personal wishes regarding what to do with my cat's remains below, in case the situation arises, and I cannot be contacted.

Please state details of preferences: e.g. storage of remains or home burial, cremation without ashes, ashes to be returned in casket.

Signed

Date:

Acceptance of Terms and Conditions

By making a booking at The Cat Nap, you are confirming that you understand and agree to our terms and conditions. Please see below for further details, and sign where requested.

Making a booking & Paying for your pets stay:

To make a booking: If you are a new customer you will need to complete a booking and consent form and email it to us at info@thecatnapwoodcote.co.uk these are found on our website. If you are an existing customer, we now have a new quick book online where we only need a few details.

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, nail clipping, cab service.

We ask that you pay a non refundable deposit of 10% for cat's and other pets within 24hrs of making a booking (A minimum deposit of £20 applies for cat bookings and £10 for other pets). 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 pets arrival.

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

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 please give us at least 14 days' notice. You can either email us at info@thecatnapwoodcote.co.uk or call us on 07857562007, we need this in writing so if calling you will be requested to send a follow up email.

If you cancel your booking 8 days or more before your pet's arrival, we will retain your deposit.

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

Any changes 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).

Arrival and Departures:

Check in times are appointed between the hours of 12-16:00 (15:00 on Sundays).

Check out times are between 09:00 and 11:00 each day.

Out of hours check in/check outs are occasionally possible, a fee will apply.

Although we are looking after your pets on public and bank holidays, we are closed for check in and check out.

We are a small cattery and 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 and 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 and put in a holding crate until you arrive to collect them. If you are running late or early please notify us as soon as possible.

Open hours: Please be aware that nobody will be available to meet with you unless previously agreed to check pets into or out of the cattery outside of our Open Hours (which are clearly displayed on our website, Facebook page, and outdoor signage). The CaT NaP is a family-run business, and shares its site with other small businesses, and a livery stable yard. The CaT NaP is closed to the public outside of opening hours, even if the gates are open and people are around. We thank you for your understanding and 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 and staffing levels in order to accommodate your pet(s) for the full span of dates requested, and we still have to bear the associated costs even if you pick your pet up early.

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

Insurance: We take every measure possible to ensure the safety and 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, and 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 and vaccination details.

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 and 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.

If your pet requires medical attention while at The CaT NaP we will use our judgment to decide whether to "watch and 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 £8 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 and staffing costs. If we cannot contact you and we believe that your pet needs medical attention urgently, we will make an appointment with the vet and 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 pet'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 and 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 do not touch or play with pets 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 and scratches.

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

We take every measure possible to ensure the safety and wellbeing of your pet however all pets are boarded at their owners own risk

Your information & our records It is your responsibility to ensure that all of the information you have given us is accurate and remains up-to-date throughout your association with The CaT NaP. We are not responsible for any issues resulting from your failure to keep us informed about issues with your cat's health and general welfare, or changes to your contact details.

Website & Social media

We like to post photos and video updates of each guest on our social media and website. Instagram is the perfect way for you to keep up to date with what your cat is getting up to each day.

At the end of your cat's stay we also ask you to send us a review which will be added to our website and/or social media.

If you do not wish us to use photos or videos of your cat(s), your name or your cat(s) name then please state here and we will abide by your wishes.

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

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

I hereby confirm that I understand and agree to The Cat Nap terms and conditions.

Signed

Print name

Date