



Valley Farm Cattery Terms and Conditions

Booking/Payment terms

Opening times: - 9.30 am -11.00 am

5.00 pm – 6.00 pm

Monday – Saturday

Sunday Closed

The Cattery is closed for arrivals, collections and visits on all Bank Holidays. We are closed at Christmas from 24th December – 2nd January.

Arrivals, collections and visits must be in these opening hours.

At time of booking, we request that you provide us with arrival and departure times.

Your cat's accommodation will be ready for boarding from 9.30 -11.00 am and 5.00 – 6.00 pm. We charge for the day in and the day out.

Full payment is required on collection of your cat(s). We only accept cash or cheque. We do not have facilities to pay by credit or debit cards.

Refunds will not be given for early returns.

We require 14 days' notice if you wish to cancel your booking. If you do not inform us that you wish to cancel within 14 days of your cat boarding you will be charged in full. If we can fill the accommodation you will be refunded.

A registration/Agreement form must be completed on your cat(s) arrival. You must provide a veterinary contact and emergency contact details of an adult in the UK, this emergency contact must be able to collect your cat/cats if an emergency should arise at the cattery or if you are delayed in anyway or unable to pick up your cat/cats at the agreed time of registration. It is the owner's responsibility to ensure that somebody can advocate for their cat(s) and is able to respond to us if any emergency arises.

Suitable Environment

As part of The Animal Welfare Act 2006, it is the duty of a person responsible for animals to ensure that the needs of the animal for which they are responsible are met. At Valley Farm Cattery we will ensure this is done to the highest standards. Please refer to all policies detailing how we will do this.

Arrivals

Cat(s) must arrive in a suitable, safe and secure cat carrier. We will not accept a cat(s) in cardboard carriers.



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A cat(s) should arrive fit and healthy. We reserve the right to refuse a cat(s) if we feel it is not well enough to stay with us.

We do not accept un-neutered male cats over 7 months old. If we detect an un-neutered male cat has been left with us, we will inform the owner and ask the emergency contact to collect the cat. Full payment will be required.

When boarding more than one cat from the same household, we reserve the right to separate them if possible, into separate suites. We only do this if we feel the welfare of the cats is in danger. Owners must sign a consent form to allow us to separate their cats.

Collections

Cat(s) must be collected on time. If you need to arrange for someone else to collect your cat you will need to inform us in advance and ask them to bring some form of identification.

Early collections will be charged for a full day.

If you are late collecting your cat(s) without an agreement with us in advance, we will contact your emergency contact to collect your cat.

If your cat is not collected within 14 days, we reserved the right to re-home your cat.

Diet

Cats in our Cattery will be fed in accordance with the owner's instructions. We will feed the cats twice a day as a minimum. Once in the morning between 7.30 am – 8.00 am and again in the evening between 5.30 pm – 6.00 pm. The cats will be offered both wet and dry food and specific diets will be catered for. Specialised food due to medical conditions must be supplied by the owners and enough food should be supplied to cover the cat's entire stay.

Vaccinations

All cat(s) must be vaccinated against Feline Parvovirus, Feline herpesvirus and Feline Calicivirus. (Feline Panleukopenia is strongly recommend but not a necessity for entry into the cattery) **A primary vaccination consists of two vaccinations three weeks apart and immunity is not complete until four weeks after the second dose therefore customers need to start vaccinations seven weeks prior to entry into the cattery.** There is no requirement to delay entry to the cattery after booster vaccinations. A valid vaccination certificate must be brought to the cattery on arrival. Kittens must be fully vaccinated.



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Fleas and Worms

Before arrival, all cats must be treated against worm and flea infestation. We will ask for proof of treatment and which products were used. If either fleas or worms are detected on your cat(s) during their stay we will treat them with appropriate products after seeking advice from a veterinarian. The customer will be liable for the cost of the treatment.

Existing Medical Conditions

You must declare all your cat(s) medical conditions on arrival and discuss in detail any specific care they may require. We do not accept cats with diabetes.

We will not accept any cat(s) suspected or suffering from an infectious or contagious disease.

Medication

We are happy to administer any medication your cat(s) are on following your full instructions. Medication must arrive in its original container which will have the name of the cat and dosage. Medication will be stored as instructed. All medication will be returned to the owner on collection.

Health concerns concerning your cat whilst at the Cattery

If your cat becomes ill whilst staying with us, we will report to the owner or nominated contact person any concerns. Your cat will be taken to your nominated veterinarian. **(we will charge 45 p per mile if your veterinary is further than 15 miles away from the Cattery)**. If I cannot contact either the owner or nominated person in an appropriate time frame and veterinary attention is required, we will take the cat to our approved veterinarian. All medical advice will be adhered too, and owners contacted. Our nominated veterinary surgery is Langport Veterinary Centre.

If a cat needs to be isolated during its stay it will be taken to your nominated veterinarian or our approved veterinarian.

Any death of a cat in the cattery is likely to be sudden as any signs of illness or any serious medical conditions will have been discussed thoroughly between the license holder and the cat's owner. Any signs of illness displayed by a cat whilst boarding would have been reported to a veterinarian. Death of a cat will be reported to the owner immediately At Valley Farm Cattery the welfare of the cats boarding with us is paramount to all we do.



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Valley Farm Cattery is not responsible for any medical bills. Veterinary costs will be added to your bill and will require settlement on collection of your cat.

Visitors

We welcome visitors to view our Cattery prior to boarding their cat. Visitors are asked not to pet or stroke our resident cats. Prospective new clients can only visit by appointment only.
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Cancelation

- We require 14 days' notice if you wish to cancel your booking.
- If you do not inform us that you wish to cancel within 14 days of your cat boarding you will be charged in full.
- If we can fill the accommodation you will be refunded for the days we are able to fill.

Valley Farm Cattery will only cancel a reservation for a stay at the Cattery due to any unforeseen circumstances such as :-

- A death in the family
- **Critical** maintenance to the Cattery which needs to be addressed immediately or would be unsafe for a cat to stay.
- **Pandemics.**
- Legal proceedings.
- False information given to the Cattery by owners that would impede on a cat's safety during their stay.

No Smoking

Valley Farm Cattery is a No- Smoking establishment.

Insurance Details

Cliverton Insurance

Owner's Risk

Whilst we will take every care and precaution to safeguard the health and wellbeing of your cat(s) at Valley Farm Cattery, they are boarded entirely at the owner's own risk. Vehicles left in Valley Farm Cattery car park are left at the owner's risk.