

**Cozy Cats Cattery Booking Terms & Conditions**  
**Version 5 - 06 March'23**

- *By boarding your Cat/Cats with us you are agreeing to our terms and conditions, you will find all our terms and conditions below.*
- All bookings must be followed up by a booking form and a 50% none refundable deposit within seven days to secure your booking.
- Charging rates are charged per day. The rate applies to the day you arrive and the day you leave irrespective of the time you pick up or drop off.
- Charges will be made for the full term booked for the reservation regardless whether the pet is collected early (by prior arrangement only).
- Complete payment must be made on drop off and any extra days paid in full before the cat/s leave the cattery. We accept cash, card payments, or bank transfer.
- Cancellations must be advised as soon as possible. You're **50% deposit is none refundable**. If Cancellation is made within 14 Days prior to your cat's arrival we will offer alternative dates within 12 months of original dates booked.
- We reserve the right to rehome any cat not collected within fourteen days of the stated collection date. The owners will be responsible for all costs and charges incurred.
- We will accept no responsibility for any accident or injury to owner/s or cat/s whilst on the premises
- We reserve the right to refuse entry too boarders at our discretion or to any cat we consider to be in poor health.
- A current vaccination certificate must be produced before any pet is admitted to the cattery. All cats must be vaccinated against Feline Respiratory Disease (Flu) and Feline Enteritis. These vaccinations must be completed at least 2 weeks prior to boarding and annual vaccinations must be up to date.
- All cats should have been wormed and had recent flea treatment. Should any pet require treatment for internal or external parasites this will be done without prior consent from the owner and a charge will be made for this payment and must be made before pet leaves the cattery.
- We are authorised to contact your own vets should we require further information regarding your cat's condition at any time.
- Any owners requiring their own cats from the same household/family to share accommodation do so at their own risk. Veterinary fees incurred for treating cats which share accommodation and harm each other will be the responsibility of the owners; we reserve the right to split any sharing cats where we feel the need, into separate accommodation for the duration of their stay. This will incur extra kennelling fees payable by the owner before departure. In an unlikely situation a crate may be used
- Any soft bedding, toys or belongings brought in with your pet is done so at your own risk, we will not be held responsible for any loss or damage. If your pet chews/shreds bedding, or for any other reason we feel the need, it will be removed and just a plastic bed used.

- OUR OPENING HOURS ARE NOT FLEXIBLE Opening hours are strictly Mon – Sunday 10am-12 noon 4pm-6pm PLEASE NOTE!! (From September 2023 we will be closing Sundays for collections and drop off)
- We ask that all customers are punctual on drop off and pick up and to notify us if you are running late.
- All bookings made for Christmas Eve, Christmas Day, Boxing Day, New Years Eve, New Years Day will incur a single supplement of £5 per cat per day. We are not open for drop off and collection on these days. NO EXCEPTIONS
- Our cattery is CLOSED ALL BANK HOLIDAYS for drop offs or collections.
- Any medicines will be given as per instructions to manageable cats boarding with us, but it must be understood that we are NOT a Veterinary cattery. However should a cat risk causing harm to cattery staff or to itself whilst trying to administer resulting in it been imposible to treat the cat, then it may be necessary to seek veterinary advice and be cared for at the veterinary surgery. Any vet fees incurred in this will be charged to the owner of the cat.
- We DO NOT supply food for your cat in our cattery so your cat do's not become ill with a change in diet. We do ask that you bring enough food for your cat/cats for during there there stay.
- We do provide treats for during your cats stay if you allow.
- Collars will be removed for safety of your cat while boarding in our cattery.
- It must be clearly understood that animals are boarded purely at the owner's own risk. In the event of illness, injury or death your cat will be taken to Furness Veterinary Centre, and all charges incurred will be paid by the owner. It is your responsibility to furnish all relevant medical history when making your booking.
- Your Emergency Contact must be aware and be able to collect and take care of your cat/cats in the event of an unexpected emergency resulting in us to evacuate all cats from our cattery.