

TERMS AND CONDITIONS

Please read carefully before signing the digital waiver. By signing the digital waiver, you are agreeing to our terms and conditions.

HEALTH AND MEDICAL

Cats are boarded at owners' risk.

Please inform us at the time of booking/arrival of any medical issues that could affect your cat's stay, including any pre-existing or recent medical problems. We reserve the right at our discretion to refuse admission to any cat showing signs of illness, pending veterinary advice.

***Vaccinations**

Please note that if your cat does not meet our vaccination requirements by the time they arrive, then they will not be able to stay, and the booking will be treated as a cancellation. Your cat will only be accepted for boarding with a current vaccination certificate or full medical history from your vet. The cat must be clearly identifiable (preferably by microchip) on the current vaccination record or medical history from your vet. Clearly identifiable by microchip and/or full cat details. This will detail at least the last 2 vaccinations your cat received and show that they have full vaccination against cat flu and feline enteritis, with the last injection being within the last 12 months and the next booster due the following year. The first set of vaccines from your vet (as a kitten or a restart) will be a course of 2 injections 3 or 4 weeks apart, when your cat will be fully protected. From then boosters are required every year to keep full protection up to date. Please note that there must be a minimum 2 week wait after receiving the 2nd dose of the 2-injection course or an annual booster (if more than a year has passed since the last booster) before your cat can stay. This is to ensure that your cat has built up full immunity which takes around 10 days from the date the vaccine was administered. If the annual booster is given on or before the due date, there is no requirement for the 2 week wait before coming on holiday. If your cat's booster is due whilst staying with us, it will need to be done before arrival. We will request a copy of your cats up to date vaccination card in advance if we don't already have one on file. If we need any further information, we will need to speak with you/your vet. For any questions or concerns about timings for vaccinations please ask us. You are responsible for ensuring your cat is up to date with their annual vaccinations. If your registered veterinary practice is refusing to administer a booster vaccination within the 12 month period, we advise you use a different veterinary practice.

***Flea and worm treatment**

Your cat must be flea and worm treated prior to their stay. This applies to both indoor and outdoor cats. If your cat is on a regular program as guided by your vet/manufacturer, please continue with your usual schedule. If your cat doesn't have regular treatments, then please treat between 7-14 days before arrival. Any cat found to have either fleas or worms, we will treat immediately. Costs will apply which covers the cleaning of the suite and administering the treatment. We always recommend a vet prescribed treatment rather than an over-the-counter product as they are the most effective. If your cat is due to be treated whilst on holiday, please provide their treatment and we will treat them for you on the appropriate date.

***Neutering/Spaying requirements**

Any cat over the age of 7 months will only be accepted for boarding if neutered/spayed.

*Medication

If your cat requires medication during their stay, please provide all details in advance to make sure we are able to administer it. We will prepare a medication form using the details you provide which will be used as a control sheet during your cat's stay. If we are not notified before arrival, we might not be able to give the medication required. In the event that your cat is unwilling or unable to take the medication and by proceeding with doing so could cause injury or additional stress to your cat we may not be able to administer it. Please provide enough medication for the duration of the holiday (with extra in case of delays etc). *We do not administer injections*.

BOARDING

Whilst every care and precaution is taken with every cat boarding with us, all cats and their belongings are here entirely at your own risk.

*Boarding charges

Daily charges are inclusive of the day of arrival and departure. If for any reason you wish to collect your cat earlier than the prearranged departure the full cost of the booked stay will still apply. You may collect your cat within the cattery opening times as long as you have arranged an appointment time for collection. Appointment times are allocated on a first come first served basis. If you are not able to make your scheduled appointment time you must inform Meow Manor Cattery to reschedule. Our daily rates include the suite (bedding & toys if required), food, heating and plenty of cuddles and treats. We have a minimum charge of 5 days from January to November. During Christmas, we have a minimum charge of 7 days for all bookings checking in on 20th 21st, 22nd, 23rd December (dates may vary annually). We are happy to accept stays shorter than 5 days, however, our minimum charge fee still applies. All guests first stay at Meow Manor Cattery must stay for the full 5 days.

All appointments are subject to availability. Appointments are allocated on a first come, first served basis within our opening times. Appointment times will be confirmed in your booking confirmation email.

We are unable to accept provisional bookings. To avoid disappointment early booking is advised for holiday periods that include Christmas, Easter and all local school holiday periods.

We charge an additional surcharge of £20.00 per suite for Christmas Day, Boxing Day and New Years Day.

Any cat left uncollected after 14 days, without communication from their owners, will be handed over to an animal re-homing centre at our discretion.

We aim to feed your cat a diet of quality wet and dry food that they are familiar with in line with your requirements, and at the times you would normally feed them. There are no deductions if clients wish to bring their own food. Please highlight any special dietary needs prior to boarding. We are more than happy to groom your cat during its stay as long as the cat is happy for us to do so, for regular grooming, please provide your own brush if you wish for us to do so. All belongings are left at the owner's risk. Any items left unclaimed by owners after two weeks will be disposed of.

Cats will not be released to anyone other than their owners without prior agreement. Please ensure that your cat is transported in a secure carrier. Collars must be removed when your cat boards with us, to reduce the risk of injury. No responsibility will be taken by us until the cat is safely inside our secure premises.

During busy periods your cat(s) may be required to temporarily be held in an overflow unit on the day of departure only.

Only cats from the same household may board together, and with the owners' consent. We reserve the right to separate the cats upon sights of re-occurring aggressive behaviour. It may occasionally be in your cat's best interests to move them during their holiday to another available suite. We will always endeavour to meet any specific suite requests, but we cannot always guarantee that this will be possible. If you have booked for your cats to share a suite, it may sometimes be necessary for their wellbeing or safety for us to separate them.

*Deposits

We require a deposit of 25% of the total booking to secure your booking. The deposit amount will be deducted from the final amount payable. All deposits are non-refundable and non-transferable. Bookings are only secured once we have sent your booking confirmation.

*Payment

Full payment is due and required at least 14 days in advance of boarding. Payment can be made electronically via the payment link, bank transfer or cash. A payment link for any outstanding balances will be sent on the upcoming booking reminder or by logging onto your online portal. For bank transfers, our bank details can be found on your booking invoice. For cash payments, please enclose in a sealed envelope with your full name and booking reference written on the front and post in the letterbox located at the bottom of our driveway. Payments are non-refundable and non-transferable except in exceptional circumstances. If paying by cash, the full payment is still required 14 days in advance. You should receive a payment confirmation within 2 working days. All details will be provided on your booking confirmation. Please note we no longer accept cheques. If we have not received payment 14 days prior to arrival, we reserve the right to cancel your booking.

*Changes to booking

Changes to your booking can be made at any time up until 15 days prior to your arrival date. Changes to your booking must be within/ include part of your original booking dates. Please note, we cannot guarantee we will be able to extend your booking dates.

*Cancellations

We require 14 days notice of cancellation before the booking date of arrival. If less than 14 days notice is given prior to your cats arrival date then the full charge for the booking will be required. Failure to pay the full booking charge will result in no future bookings at Meow Manor Cattery. *Please note our cancellation policy applies regardless of cancellations due to Covid-19.

LICENCE & INSURANCE

Meow Manor Cattery is fully insured. Our current insurance broker is Cliverton Insurance which is underwritten by Aviva Insurance Insurance Ltd. Our insurance is displayed in our reception area.

Meow Manor Cattery is licensed by Dartford Borough Council. Our 5 star license is displayed in our reception area.

VETERINARY CONSENT

We advise you to inform your vet of the dates you are on holiday. Please inform that your cat is staying at Meow Manor Cattery under the care of Karon Roe and Molly Roe. Please ensure you have an undertaking with your vet that while your cat(s) is/are boarding with us you will settle any bill on your return with them. Whilst every care and precaution is taken by the management of Meow Manor Cattery, responsibility can only be accepted at the owners' risk. In the event of an illness or injury, I authorise Meow Manor Cattery to bring in my pet(s) for whatever medical treatment may be required. I further authorise you to give out any information and/or veterinarian records pertaining to my pet(s) to Meow Manor Cattery if necessary. I will assume full responsibility upon my return for payment of all services rendered. If my registered veterinary practice is not available for any reason, or the emergency should happen outside regular office hours, I authorise Meow Manor Cattery to take my cat(s) to their registered veterinary practice Companion Care, Inside Pets at Home, Tower Retail Park, Unit 9, Dartford DA1 4LD. Euthanasia must not take place without my consent or the consent of my nominated emergency contact, unless deemed imperative for the welfare of the cat by a qualified veterinarian. In the unlikely event that my pet is euthanised I have notified my nominated emergency contact that I would like the remains to be: a) incinerated or b) stored/frozen until my return. I understand if I have not notified my emergency contact of my preference that Meow Manor Cattery will freeze the remains until my return. I agree that in the case of suspected illness a veterinary surgeon may be contacted (where possible this will be your own vets), my cat examined and investigations performed if required (e.g. blood tests, x-rays) and an appropriate course of action will be taken on the advice of the veterinary surgeon. I agree to the cattery administering any prescribed treatment the vet considers advisable. Every effort will be made to get in touch with you or your emergency contact to discuss an appropriate course of action for your cat and we will endeavour to keep them updated throughout the process. I understand that the veterinary consultation, tests and treatment will be at my own expense and I will assume full responsibility upon my return for payment of all services rendered.

VISITORS

We respectfully request that all visitors to Meow Manor Cattery refrain from stroking or petting any of the resident animals. This request is in place to protect our residents from potential external infection and to protect our visitors from injury.

Children under the age 16 must be accompanied by an adult inside the cattery at all times.

Viewing appointments are strictly by appointment only and no more than two visitors please.

We reserve the right to vary these Terms and Conditions and our boarding rates periodically.