



Telephone 07555 44 25 25

www.brockhillscattery.co.uk

Terms and Conditions (the formal bit)

As you will understand the health of all our guests is paramount.

- Only fit and healthy cats can be accepted unless by prior arrangement and may be checked on arrival. Please guarantee your cats have been treated for worms and fleas with veterinary approved treatment at least 7 days prior to your stay.
- Any signs of fleas will be treated and charged appropriately.
- Please ensure your cats have a valid and up to date vaccination certificate. First vaccinations for cat flu and feline infectious enteritis need to have been administered at least 14 days before the commencement of your cat's stay. Certificates need to be presented at the time of booking in and will be kept safely until your return.
- While every effort is made to take care of our guests, it is not unusual for cats to become unwell during a stay. We will endeavour to inform you (or your nominated contact), but may consult your vet or our onsite vet regarding any required treatment. Fernhill Veterinary Clinic, Brockhills Lane, New Milton. Additional fees may be applicable.
- Medications for pre-existing conditions need to be supplied by the owner and will be administered according to the veterinary written instructions and no liability will be accepted for any adverse reactions. For medications given in food there is no extra charge. However, *an additional charge is made for guests requiring injections or medication given by mouth (£2.50 per treatment).*
- Cats over the age of 6 months must be neutered.
- Only cats from the same household may share a chalet, but we may have to separate the cats if deemed necessary for the cat's well-being.

Payment

- To confirm your chalet reservation, we ask you to acknowledge the booking in writing/email and return your completed booking. During busy periods a deposit of £40 may be required. Full payment is due before commencement of your cat's stay. Payment can be made by cash, cheque or bank transfer. At this time, we cannot accept credit or debit cards. Your fee includes all heating, lighting and standard wet and dry food. Any special diets or prescription meals need to be supplied by you in a clearly labelled box with appropriate instructions.
- Charges apply for arrival and departure days with a minimum payment of £50.
- Cancellation- If you need to cancel your booking, we require at least 14 days notice otherwise you may be charged the full rate depending whether we can reallocate the chalet.
- Check in and check out times are by appointment only and please ensure your cat is transported in a secure and escape proof container. We are unable to accept arrivals and departures on Christmas Day and Boxing Day.
- If for any reason you are delayed when collecting your cats please inform us as soon as possible so that arrangements can be made to house your cat appropriately. However, we cannot care for abandoned animals and we reserve the right to rehome animals if they are not collected within 14 days of departure date.

By signing the booking form, you agree that your cats are in a fit and healthy condition and have been vaccinated for Feline Panleuponia, Feline Herpesvirus and Feline Calicivirus and have been treated for worms and fleas.

Whilst every care and attention is given to our guests, cats are boarded at the owner's risk. Brockhills Cattery cannot be held liable for illness, injury or death of any animal while in our care.