

Terms & Conditions

These Terms and conditions form a contract, please read them carefully

- All cats **MUST** be fully vaccinated against FPV Feline Panleucopenia, FVR Rhinotracheitis, FCV Feline Calicivirus, prior to entry into the cattery. This means at least **2 as a kitten** and then **yearly for life**.
- Their annual vaccination **MUST NOT** be administered within 21 days of your booked arrival date. If it is **nearly due at the time of your booking please contact us**.
- Proof of vaccination must be produced either by email prior to entry or showing their pet passport on arrival. No proof no admittance and loss of payment will be incurred by yourself.
- If your cat(s) have been vaccinated with Fellocell they must have had an annual vet check in between their vaccination. Any queries please send a screenshot of the book for confirmation.
- You must inform us if your cat has any potential health issues, including any recent illness or injury
- All cats must be flea treated prior to entry, if it appears your cat has fleas, they will be flea treated at owners' cost, \$30 per cat, Advantage or \$50 per cat, Bravecto.
- We **do not accept** treatment with **Frontline, Broadline or Revolution** as these in our view are ineffective in the treatment of fleas.
- We recommend, Bravecto, Seresto Flea collars, Advantage and Advocate.
- A booking is classed as any notification made to us verbally, in person or by phone, E mailed or by the use of the booking form on our website. It is the client's responsibility to check our Terms and Conditions that form a contract between ourselves and you the client. By making that booking you agree to the Terms and Conditions.
- The cat owner understands that Boutique Cattery operates in some areas a semi communal cattery which involves an interactive environment between cats and accepts the potential benefits and possible risks involved
- We charge per cat per day regardless of time your cat is dropped off or picked up.
- The minimum stay is charged at the equivalent of 2 days in whichever area your cat is staying regardless of times.

- No children under the age of 16 are allowed in the cattery area.
- If you **do not require your booking** we must be given **48hrs notice of cancellation** prior to the date booked, otherwise we will charge you the total amount of your cats booked stay.
- No refunds are given for early pick up regardless of time of year. We **may**, at our discretion give a credit for your cats next stay.
- Any refund will incur an administration charge of \$25
- If your cat{s} are to be cared by us, Boutique Cattery, we require
 - payment in advance, full or deposit, or at time of drop off for new clients
 - .
 - If the period of stay is undetermined we require you, the client to set up a direct debit paid a week or fortnightly in advance.
 - On certain occasions we will require a non-refundable deposit to secure that booking, mainly for, but not solely limited to, individual rooms or new clients. If the booking is cancelled at any time by either party that deposit is non refundable
 - If a non-refundable deposit is required the booking shall not be confirmed until the deposit is paid, this means that your booking may be cancelled if those dates are requested by a third party and their deposit is paid on time.
 - By paying the deposit you agree to our Terms and Conditions.
 - We accept no liability if you failed to pay the deposit and incur other costs from a third party.
- If your cat requires medical attention while it is in our care we will treat it as necessary AND/OR
 - Take it to our emergency vet for treatment should we deem it necessary at the owner's expense. The invoices may be paid initially by us but are expected to be paid back to us before pick up.
 - We will attempt to contact you, the client, and prior to any treatment except in the case of an emergency when you will be notified as soon as practicable.
- We accept no responsibility for loss, damage, illness, injury for any reason whatsoever to or of any goods left with us including your cat(s) apart from the breach of the guarantees in the Consumer Guarantees Act 1993
- Should we deem it necessary to move your cat{s} into an individual room owing to their behaviour or welfare we will do so without notice, and additional charges will be incurred.
- If you are unable to pick your cat{s} up on the date previously agreed, we require you to give us notice of your new proposed date of pick up and you will be charged accordingly.

- Should you, the client, for any reason fail to inform us that you are unable to collect your cat{s} we will make every attempt to contact you or the emergency number you provide at the time of booking in.
- Pets left at Boutique Cattery for 7 days more than the agreed date of departure without any contact from the pet's owner or their representative will be classed as abandoned and removed to an official establishment for this purpose. It is the pet owner's responsibility to communicate any unexpected delays to us.
- We will use a debt collector and or Court to retrieve any costs that are incurred by you, the client, after the time we rehome your cat{s}
 - Including cost of stay, up to the point of rehoming, advertising
 - and any transportation and any incidental costs that we may incur including any collection and,
 - legal/enforcement costs we incur.
- Payment is to be made in full prior to or at the time of pickup of your cat{s} by cash or internet banking.
- No cat will be released unless full payment is made prior to or at the time of pick up.
- If you are permitted to make payment after collection, (regular clients only) of your cat(s) then payment must be made within 24 hours.
- If payment is not made within the 24hours, then 10% will be added to your invoice.
- If a payment is made to Boutique Cattery by mistake, a \$25 refund charge is made.
- Christmas Booking will require full payment on a date specified by Boutique Cattery to secure your cat{s} stay with Boutique Cattery.
 - The amount is non refundable after a date in December specified by Boutique Cattery, of that year.
 - The time period you confirm for your cat(s) stay is the time you will pay for regardless of early pickup.
 - If you cancel your stay after the date no refund will be given.
- Should you be given a discount for your cat(s) stay this is only valid if the agreed amount is paid at time of pick up or sooner.
 - If the monies are not paid upon collection then the discount will be null and
 - void and you will agree to pay the full amount for your cat(s) entire stay plus any additional fees.

- Should a discount be given and pick up is before the agreed date then the discount will be null and void and full payment is required.
- If a refund is granted it will attract a \$25 admin fee and the stay will be calculated at the normal non discounted rate.
- Should you fail to pay Boutique Cattery for your cats stay under any circumstances whatsoever we:
 - will take legal proceedings against you, the owner, and any costs whatsoever incurred by us will be added to the amount outstanding.
 - 10% interest will be added per week that the amount is not paid.
- We do not allow customers to take photographs or videos on our property.
- Boutique Cattery will occasionally take photographs of the cattery and its guests and these may be:
 - used for promotional purposes or to update you on how your pet is keeping. We reserve the right to
 - use these images for payment or royalties and at our discretion which may include our website, social media or in print.
 - All pictures and videos taken are copyright to Boutique Cattery and are not allowed to be downloaded for any reason other than personal use.
- By allowing Boutique Cattery to care for your cat{s} you the client agree to be bound by these terms and conditions and will accept these terms and conditions as a binding contract between you the customer and we Boutique Cattery Ltd. The Terms and Conditions are valid for all visits and bookings by the client.
- These T&Cs are subject to change at any time and without notice and remain in force for each stay that your cat is booked in for.
- Please check our website for updated Terms and Conditions

Failure to meet the Terms and Conditions may result in:

Your cats stay with us being cancelled

Additional charges or costs being incurred and added to your invoice

Refusal to accept any future bookings