



Terms & Conditions

Opening Times

Opening times are 10am to 4pm. **Closed on Wednesday.**

Please confirm arrival and departure times at booking. I would appreciate if you could inform me in advance if these arrangements need to be changed.

Please remove collars prior to arrival and ensure that cats are transported in a secure cat carrier. No responsibility will be taken for pets arriving until they are in their suite.

Early Check-In/Late Check-Out

If you would like to drop off or collect your pet outwith the opening times, I am often able to provide an out of hours service by arrangement. There is a £40 charge for this and it **must be booked in advance.**

Public Holidays

Please note that on the following public holidays, Crooklands Cattery will be closed for receiving and uplifting of pets:

January 1st and 2nd

December 24th, 25th, 26th, and 31st

Parasites

Please ensure that all cats are treated with a suitable flea and worm preparation prior to boarding. If a cat is found to have an infestation of either fleas or worms upon arrival, the management reserve the right to treat the cat at the owner's expense.

Please note that flea collars are not an adequate treatment.

Medication

I am happy to administer any medication, including insulin injections, which have been prescribed by a vet at no extra cost.

Veterinary Care

Whilst cats boarding at Crooklands Cattery receive every care and attention, they are boarded entirely at the risk of the owner. Should any cat fall ill whilst boarding, the management reserve the right to call in a veterinary surgeon and act upon their advice and the expenses incurred be met by the owner of the cat.

Male Cats

Any male cat over 6 months old who is not neutered, cannot be accepted for boarding.

Vaccination Requirements

A current vaccination certificate must be produced for all cats upon arrival. No cats will be accepted without a valid certificate for Feline Infectious Enteritis and Feline Influenza (Cat Flu) Primary vaccinations must be completed at least 7 days prior to boarding.

Boarding Fees

Charges are calculated from the day of arrival to the day of departure inclusive, as the suite is only available to your cat on those days. In the event of a cat being collected before the end of the period booked, the fees are still payable for the full period booked.

In order to confirm a booking, a deposit of £2 per cat per day is required within 7 days of making the booking. If this is not received, the booking may be cancelled. The deposit is **non-refundable and non-transferable**.

Cancellations made on or within 14 days prior to arrival date will be charged 50% of the total outstanding amount.

Cancellations made on or within 7 days prior to arrival date will be charged 100% of the total outstanding amount.

If a booking is changed on or within 14 days prior to arrival, and the number of days are less than originally booked, the management reserve the right to charge the full outstanding amount.

Minimum Boarding Period

The minimum boarding stay/charge throughout the year is 3 days. The minimum stay over the Christmas period is 10 days.

There is a **surcharge** of £10 per suite on the following dates only:

Christmas Day (25th December), Boxing Day (26th December), New Years Day (1st January) and 2nd January.

Payment Methods

Either cash, cheque or direct bank transfers can be made to pay boarding fees on collection. For bookings made less than 7 days prior to arrival, payment in full will be required at the time of booking. Please note this payment will be non-refundable or non-transferable upon cancellation. Unfortunately credit cards are not accepted.