

# Cedar Tree Cattery - Terms & Conditions

## Introduction

In accordance with current animal welfare guidelines, Cedar Tree Cattery has been purpose-built to a high standard. We are fully insured and registered with the Local Authority.

Our eight spacious chalets are designed with sneeze barriers to prevent contact and cross-infection between boarders. The premises are heated to ensure a comfortable stay. We provide stimulation and interaction, with a wide selection of feline toys. Soothing music is played throughout the day to promote relaxation.

We encourage owners to bring familiar bowls, beds, blankets, toys, or soft clothing - as familiar scents can help reduce stress. All items must be clean, safe and in good condition.

Each pen includes:

- Play curtain
- Secret bed
- Raised bed
- Heated blanket pad (if required)
- Scratching post
- Climbing platform
- Litter tray with clumping cat litter
- Stainless steel food & water bowls
- Soft blankets - and in larger pens, an armchair for a homely feel.

We maintain a constant temperature of 15°C or above. Regular checks are carried out throughout the day and evening. A night check is also done to ensure your cat's wellbeing. Any concerns will be noted and professional advice sought where needed.

On booking, owners can notify us of any special needs or dietary/medical requirements and preferred feeding times. We will do our best to match these routines.

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We also weigh each cat on arrival and departure for your peace of mind. You will be asked to complete our Booking Form and Vet Form for each stay.

## **About Us**

Welcome to Cedar Tree Cattery! We are a local cattery attached to our home, run by husband and wife team Gary & Joanne.

We aim to provide a loving and professional environment for your cat's stay. There is a long history at this site - previously used by other cattery owners and before that by a cat protection charity. We are proud to continue this tradition.

We have four cats ourselves - Romeo, our eldest gentleman (rescued as a kitten), Luna (a Siamese/Ragdoll), and two Ragdoll kittens, Bertie & Lilly.

Joanne has 35 years of healthcare experience, which she now uses to help ensure the safety and wellbeing of all staying cats. Gary is a gardener and animal lover - we also have over 50 rescued chickens and 7 ducks.

We are excited to welcome you and your feline family to Cedar Tree Cattery! Visits are by appointment only - please call to arrange a viewing.

## **Terms & Conditions**

1. A full day is charged for both the arrival and departure day.
2. All booked days are chargeable, regardless of actual drop-off/collection times.
3. Bookings are first-come, first-served and only secured with a deposit or full payment.
4. A 50% non-refundable, non-transferable deposit is required to confirm a booking.
5. Bookings made within 4 days of arrival must be paid in full.
6. Any amendments/cancellations require at least 7 days' notice prior to arrival.
7. All balances must be paid in full on arrival. Extras (vet visits, food, litter) are payable at collection.

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## **Payment:**

- We accept cash or bank transfer. (Our bank details will be provided upon booking confirmation.)
- No booking is considered confirmed until the deposit is received.
- Family-size pens are allocated for bookings with more than one cat, or can be requested (at additional cost if single occupancy).

## **Health Requirements:**

- Cats must be fit, healthy, and free from fleas.
- All cats must be fully vaccinated, with up-to-date records (at least 4 weeks prior to arrival).

Vaccination card must be presented on arrival.

- If a valid vaccination record is not provided, we reserve the right to contact your vet (an admin fee of £5.00 applies). If vaccination cannot be confirmed, your cat will not be accepted for boarding - and fees may still be due.
- In the event of illness, we will contact your emergency contact and vet, or our local vet if necessary. Vet costs will be payable by the owner at collection.
- All cats stay entirely at the owner's risk. We cannot accept liability in the unlikely event of illness, injury, or loss.

## **Uncollected Cats:**

If a cat is not collected within 3 days of the agreed departure date, and no contact is made, we reserve the right to rehome the cat. Outstanding fees will remain payable.

## **What to Bring**

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- Cats must arrive in a suitable carrier.
- Bring vaccination record, proof of flea & worm treatment.
- Familiar food is welcome - otherwise dry breeder food is provided (£2.50/day).
- If preferred, owners may provide their own cat litter - otherwise litter is provided (£1.50/day).
- Grooming: bring your cat's brush if you wish us to groom them.
- Blankets, toys with familiar scents are welcome (helps reduce stress).

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- Bookings are only guaranteed based on the information provided on the Booking & Vet Forms.

By completing the forms, you agree to these Terms & Conditions. Personal data will be kept securely and only shared if required for your cat's welfare.