

## Terms & Conditions for boarding cats at Paces and Paws Cattery

Please read through these terms and conditions carefully they are to protect the care and health of the cats in our cattery.

It must be clearly understood and agreed that all cats are accepted at the owner's risk.

**Vaccinations:** any cat staying at paces and paws needs to be up to date with their vaccination card (against feline flu and feline enteritis) supplied by a qualified vet. The vaccination card will need to be shown before or upon the cats stay, vaccination cards will be held during your cats stay. Cats will not be able to stay in our cattery if this cannot be shown or proved.

**Fleas and worms:** all cats entering paces and paws cattery will need to be up to date with their flea and worm treatment recommended by your vet. If we find any fleas, flea dirt or any sign of worms the cat will be treated immediately by your designated vet, or our assigned cattery vet and the bill will be assigned to your bill alongside the extreme clean to the cattery unit.

**Food:** paces and paws can stock a basic variety of cat food such as (whiskas and go cat) the cats are fed twice daily wet food, plus dry food always in their bowls. We will also fit special dietary requirements according to their needs. If your cat requires any special dietary foods or prescription food, then you will need to bring along enough food plus a couple of days extra while your cat enjoys there stay. Please note there will deductions made if the customers prefer to bring their own food.

**Health and wellbeing:** Only cats from the same household will share a unit. Please do let us no notable medical treatment your cat may have received in the past, we at paces and paws are happy to administer medication according to your instructions without any additional cost. Medications must be provided In their original packaging and instructions, should you Cat become too difficult to administer the medication paces and paws hold no responsibility if it has not been taken or we cannot get the medication into the cat, we will seek advice from the owners and vets on how to do so safely again we hold no responsibility if after the advice we still cannot administer. Paces and paws reserve the right to turn away any cat booked to stay if they seem too unwell or to aggressively towards staff and to stressed. Should your cat become unwell during their stay we hold the right to take them to your vets or our designated vets for treatment or advice, clients are fully responsible for any veterinary bills as well as mileage and visitation fee which will apply. If in the unfortunate event a cat should pass away whilst in our care the owners will be informed immediately or designated contact if preferred, the deceased cat will be taken to the vets for safe storage until the owners return. If your cat becomes unwell during their stay at paces and paws, we also hold the right when taken to your designated vet or our designated vet to euthanise if it is highly recommended by the professional vet if the owners do not respond to phone calls. if a

cat becomes contagious, we also hold the right to remove the cat from their original unit and move to our isolation unit which they will stay until collected safely.

**Cattery hygiene:** all cattery units are cleaned before and after our stays with the highest standards with no corners unturned, pens are cleaned daily, and no items are transferred between stays without being thoroughly disinfected and cleaned. This ensures the risk of any cross contamination is minimised as much as possible.

**Cats Personal Items:** we at paces and paws provide cat beds, blankets and toys, wood scratch posts for your cat to enjoy during their stay however we do recommend bringing along a favourite toy, blanket, scratch post so your cat has a homely smell for the to feel more at ease. Paces and paws hold no responsibility to any damage, loss of property such as collars, grooming equipment, toys bedding or scratch posts.

**No Collection:** paces and paws reserve the right to rehome and cat in our stay if not collected within 14 days of agreed collection date and where no communication with the owner has been successful.

**Booking Form:** all signed and agreed booking forms apply to these Terms and conditions.

**Bookings:** clients will be required to pay a deposit upon booking, the charges apply for a full day regardless of the time you drop off and collect, should you collect your cats earlier than your booked in stay you will still be charged in full. Full payment will be required prior to the day of drop off or on the day of drop off, paces and paws reserve the right to refuse boarding if payment has not been received.

**Payments:** Payments can be made either via Cash or bank transfer. Our bank details are Miss April J Hanlon, Sort Code: 11-08-18, Account Number: 01053144. We reserve the right to revise our prices when necessary. All prices quoted will be at the rate of booking, however all prices charged will be at the rate at the time of boarding. All current charges can be found displayed in our office or on our website which are updated accordingly.

**Privacy:** All Details of our clients and their cats are kept in a secure filing system and are not handed out to any third party apart from in the best welfare of the cat. We do use photos of the cats during their stays on our website from time to time, please do let us know if this is a problem.

This agreement is legally binding so please make sure you have read the terms and conditions thoroughly before fully signing. This agreement is valid from the date below and when Paces and Paws services are used.

**Owners Signature:** .....

**Print Name:** .....

**Date:** .....