

# Blackhills Boarding Cattery

## Terms and Conditions



- No cat can be accepted if not accompanied by a valid up to date certificate of inoculation against Feline Influenza and Enteritis. Boosters are required annually. Please bring certificate on arrival to the cattery.
  - We regret that un-neutered male cats (over the age of 8 months) cannot be accepted.
  - Please ensure your cat has been recently treated for fleas. A standard charge of £10 will be made for any cat that requires flea treatment, which will need to be paid on collection.
  - Only cats from the same household will be boarded together at the owner's request. We reserve the right to separate them if in the animal's best interest and charge the customer accordingly.
  - Deliveries, collections and viewings by appointment only.
  - Food, bowls and bedding are provided by Blackhills Cattery. Medical/specialised diets need to be provided by the customer.
  - All cats must be transported to and from the cattery in a secure, clearly labelled cat carrier (cardboard carriers are not appropriate).
  - Animals requiring treatment will be taken to Blackhill's vet who will consult with the customer's vet if necessary. However we will take the animal to the customer's vet if we feel it is in the best interest of the animal.
  - Medication and injections can be administered but will incur an additional cost.
  - In the event of an animal being ill and we are unable to contact the owner or representative on the number provided, we reserve the right to authorise treatment up to the value of £500 or the maximum amount on the insurance policy, on the advice of Blackhills vet to avoid suffering.
  - Payment is accepted by cash or cheque. Please make cheques payable to C.Gough. We do not accept card payments.
  - During national holiday weeks and any booking between August 1<sup>st</sup> and September 30<sup>th</sup> a cancellation fee of 50% of the total booking will be charged if you cancel within 14 days of arrival date. Payment must be received within 24 hours of cancellation. Failure to pay will be pursued through the county court system and the full amount of the booking will be claimed along with any additional court costs. 'No shows' will be subject to the same conditions all year round.
- All nights booked at the time of booking must be paid in full. Please note no refunds will be given for early collections or late arrivals.