

Terms & Conditions

1. Pet Welfare

Whilst every care will be given to your animal(s), they are boarded entirely at the owner's risk.

Crayside Cattery may deem it necessary to move your pet from one enclosure to another and has the right to do so without prior consultation with the owner. This includes the separation of pets from the same household/family should they not be getting along or if there becomes a medical reason.

At peak times, it may be necessary to place your pet into a holding pen or holding enclosure until their pen becomes available. You have the option to wait with your pet should this happen.

Should your pet become unwell during their time at the cattery, Crayside Cattery is authorised to:

- Call a veterinary practise and schedule appointments
- Take my pet(s) to a local vet and charge the standard transport fee of £20 each way for travel to/from a local veterinary practise.*
- If a specialist is required, transport your pet(s) to a specialist veterinary practise without prior consent. You may be liable to pay additional transportation charges and any other reasonable associated costs.
- Use a veterinary practise of their own choosing for treatment.
- Charge the standard applicable rates for the administration of any prescribed medications. Latest rates can be obtained from our website (www.craysidecattery.co.uk).

*what is considered a local veterinary practise is at the discretion of Crayside Cattery and may change from time-to-time.

You are liable for any veterinary bills incurred.

For any out-of-hours emergencies where a vet is needed, the out-of-hours call out fee associated with this (charged by the vet) will be covered by the £3 out-of-hours callout cover.

Please note that we are not a veterinary practise therefore, If your pet is particularly aggressive or unwilling to co-operate with us., we may not be unable to administer certain medications.

Flea and worming

Pets should be treated with appropriate flea and worming protection prior to them arriving at the cattery.

Should your pet not have been treated or should they develop a condition during their stay, Crayside Cattery are authorised to appropriately treat and deal with the issue, and that costs may be incurred for administering such treatment.

2. Social Media and Promotions

We quite frequently take photos and videos of our residents to share with the owners whilst they are away. On occasion we may use these media sources for the purpose of social media posts and other online promotions. As such, you are happy for your pet(s) to feature in photos, videos or similar media formats for these purposes, without cost. Please let us know if you wish to opt-out of this.

3. Vaccinations and Medical Records

Crayside Cattery reserves the right to turn away any pet where:

- The required vaccinations cannot be proven up to date.
- There is concern for the pet's current health
- There is concern that boarding will likely have a significant negative impact on the pet's general health and wellbeing

Please notify us of any medical conditions at the time of booking.

Any medication that will need to be administered during your pet's stay should be clearly labelled and instructions detailing the administration should be provided in writing before the booking commencing.

4. Deposits

A deposit will be required in order to secure your booking.

Unless otherwise agreed, if a sufficient deposit is not received, your booking will not be considered secured and may be cancelled. Your space may then be given to another customer.

Deposits are 25% of the booking total OR £40, whichever is greater.

Deposits are non-refundable and non-transferable in all circumstances.

5. Payments and Charges

Unless otherwise agreed, payment is required in full before or at the time of the booking commencing.

Any additional services or products added during the time of your pet's stay with us may be settled at the end of the booking, but before your pet leaves our premises.

The current accepted methods of payment are:

- Bank Transfer (BACS)
- Cash
- Cheque

Debit/Credit cards are NOT currently accepted.

Crayside Cattery reserves the right to hold your pet(s) until full payment has been received. If your pet(s) is/are held for additional days, the extra days will be chargeable too.

There is a minimum charge applied to all bookings of £40.

Boarding fees are charged by the day and include the day of arrival and the day of departure.

For the latest information on our current rates and fees, please visit our website (www.craysidecattery.co.uk).

6. Bookings and Amendments

Bookings must be made via either telephone (mobile or landline), email, text or Whatsapp, or in person. Once a booking has been placed, you will receive a confirmation from us, usually via email, confirming your booking.

We do not hold spaces or place provisional bookings. Bookings are considered final and must be secured by receipt of a deposit or the balance in full.

We will try our best to allocate your pet to your preferred pen however, we cannot always guarantee this to be the case and allocate pens on a priority basis.

Should you arrive home early and wish to collect your pet(s) earlier than scheduled, you are more than welcome to do so however we do require prior notice via telephone (mobile or landline), email, text or Whatsapp.

We are unable to issue a refund for any early pick-ups or late drop-offs.

On occasion, it may be necessary for you to extend the length of your pet(s) stay. This is not usually an issue provided we have space however, it may not be possible for us to keep your pet(s) for any longer than initially agreed, especially during peak seasons. Crayside Cattery therefore reserves the right to refuse an extension request and/or may need to move your pet into a holding pen/cage in a worst case scenario or if a nominated person cannot collect them on your behalf.

In order to request an extension to your pet(s) stay, we will need to be notified as soon as possible via telephone (mobile or landline), email, text or Whatsapp.

Any extra days will be charged at the standard applicable rate.

Should you wish to amend your booking with us, a singular amendment is available at no extra cost provided that there is some overlap with the original dates booked. Should there not be any overlap, this will be treated as a cancellation & re-book and the terms as detailed in Section 7 will apply.

Should you amend the same booking more than once, an administration charge of £10 may be applied.

Out-of-hours appointments are entirely at the discretion of Crayside Cattery and will incur additional charges.

7. Cancellations, Refunds and Credits

If a booking is cancelled greater than 7 days before the booking commencing, the associated deposit for that booking will be lost and any additional funds paid towards that booking will be kept on the customer's account as a credit.

If a booking is cancelled within 7 days of the booking commencing for whatever reason, 100% of the value of the booking will be lost and no refund or credit will be issued. This is because we will not be able to re-let the pen on such short notice. If funds are still outstanding at this point, they will be pursued in full and your pet(s) will not be able to board with us again until the balance is settled.

In the event that your booking is cancelled due to a pet sadly passing away AND that notice is given greater than seven days before the booking commencing, the associated deposit for that pet in

relation to the applicable booking will be lost however, any additional amounts paid towards that booking may be refunded at the request of the customer.

All credits are valid for a period of 12 months.

8. Belongings

Owners are welcome to bring along pet belongings of their own however, the cattery does have its own supply of beds/baskets, bedding, blankets, bowls, litter trays & litter and in most cases stands/scratch posts/chairs etc.

Any items bought along must be clean and free from any parasites.

Items must also be clearly labelled with the pet and owner's name.

Should an item become soiled during your pet's stay with us, we will usually be able to clean the item and return this to you however, in some circumstances, it may be necessary to dispose of the item.

Personal belonging are left at the cattery entirely at customer's own risk.

For safety reasons, collars may be removed during your pet's stay however, these will be handed back at the end of the boarding period.

9. Abandonment / Failure To Collect

Should a pet be left with us for a period of 14 days or longer beyond the due departure date without any communication with the owner, Crayside Cattery reserves the right to initiate arrangements in order to move your pet off-site to an appropriate establishment. This may include re-homing. Any outstanding boarding fees along with any other reasonable associated costs incurred will be pursued in full.

10. Diet

We provide both wet and dry food options which are included in the price and as part of your pet's stay with us. Details of the foods available at the time can be found on our website (www.craysidecattery.co.uk).

Customers are welcome to bring along their own choice of foods for their pet to have whilst they stay with us. This can include wet food, dry food and raw food which may need to be stored in a freezer.

Should your pet run out of any foods which have been supplied by yourself, we will try our best to match it with any stock we have at the time otherwise, we shall default to our standard wet/dry food offerings.

Should we notice that your pet has shown signs of sickness, diarrhoea or other similar symptoms, It may be necessary for us to amend your pets diet in order to try and resolve the issue. This may include the use of wet or dry food different to that which your pet would usually have.

Unless there is a medical reason, we will use our own stock of food and water bowls.