

## **Riverside Cat Hotel - Terms & Conditions**



### **Fees**

1. Customers are required to pay a deposit of £50 or the full booking fee (which ever is lower) at the time of booking. If the booking is cancelled more than 6 weeks prior to the booking start date, the deposit will be refunded. Payment can be made by cash, debit or credit card, bank transfer, or by cheque supported by a banker's card.
2. Provisional bookings (i.e. those made without the payment of a deposit) will be held for 7 days after which the booking will be cancelled unless the deposit has been received.
3. Cancellations made less than 6 weeks prior to the booking start date will incur the full booking charge. An invoice will be issued for the cancelled booking (if you have holiday insurance, the insurance company may reimburse you).
4. Changes made less than 6 weeks prior to the booking start date that shorten the booking period will be charged the full cost of the original booking.
5. Should you decide to collect your cat(s) prior to the agreed collection date, the full booking fee will be charged.
6. Fees are payable for each day the cat occupies a unit and this includes the day of arrival and the day of departure. For all bookings that exceed 10 days there is no charge for the last day if you collect during the morning opening hours.

### **Pricing policy – inclusive of VAT at the current rate**

- 1 cat occupying one unit per day £12.15
- 2 cats occupying one unit per day £20.70
- 3 cats occupying one unit per day £26.75
- 4 cats occupying a double suite per day £38.90
- 5 cats occupying a double suite per day £47.45

Fees are inclusive of VAT, veterinary and public liability insurance, meals, heating, grooming, administering medicines, and time spent pampering our boarders.

**We offer discounted rates for retired persons** (evidenced with a bus pass or similar).

### **Cat Health**

7. All cats must be immunised against cat flu and feline enteritis and will not be accepted into the cattery without proof of immunisation. Cats should have had their booster vaccinations no less than 14 days prior to boarding.
8. It is recommended that cats are treated for flea's and worms 7 days prior to boarding. Cats that are suffering from a severe flea infestation will be treated with an appropriate flea treatment. The owner, on collection of their cat(s), will pay the cost incurred for such flea treatment.
9. We reserve the right to refuse admission to any cat showing signs of illness.
10. Veterinary care for existing medical conditions will be payable by the customer.
11. All animals boarding with Riverside Cat Hotel are covered by our insurance policy.

***Cat safety & wellbeing***

12. Cats should be brought to the cattery in a suitable cat container securely fastened. No responsibility can be taken by Riverside Cat Hotel for the loss of any cat where this advice is not observed.
13. Cat containers will be kept on the cattery premises until customers collect their cat(s).
14. We are unable to accept un-neutered male cats over seven months old.
15. Collars will be removed and kept in a safe place during the term boarding.

**Business Name: Thornydown Associates Ltd T/A Riverside Cat Hotel**  
**VAT Registration Number: 541 9951 22**  
**Company Registration Number: 2491543**  
**Directors: Kelson John Land & Pamela Margaret Land**