

## Terms & Conditions

All cats MUST be vaccinated prior to entry into the cattery. Fully vaccinated means 2 vaccinations as a kitten one month apart and then yearly for life against Calicivirus, Herpes virus and feline enteritis.

Their annual vaccination MUST be at least 21 days prior to entry into the cattery. If it is due sooner than this please leave it until after their stay as immunity does not end exactly on that date. Send a screenshot if unsure and contact us.

If your cat(s) have been vaccinated with Fellocell they must have had an annual vet check in between their vaccination but yearly is advised for communal cat boarding for their health and that of others.

All cats must be flea treated prior to entry, if it appears your cat has fleas, they will be flea treated at owners' cost, \$30 per cat using Advantage or \$60 using Bravecto. We will treat your cat as soon as we see evidence of fleas for the welfare of all our guests and you will be informed as soon as practicable. All cats are checked prior to mixing with other guests for fleas. No cat suspected of having fleas will be allowed out of its cubicle until we are certain it does not have fleas. If your cat has shown signs of a reaction to ANY flea treatments you MUST inform us when you drop off your cat(s) or before.

Do not rely on the flea treatment, it is the customers responsibility to check their cat(s) for fleas prior to arriving at the cattery.

We do not accept treatment with Frontline, Broadline or Revolution as these in our view are ineffective in the treatment of fleas.

We recommend, Bravecto, Seresto Flea collars, Nexguard, Advantage and Advocate.

We charge per cat per day regardless of time dropped off or picked up.

The minimum stay is charged at the equivalent of 3 days in whichever area your cat is staying regardless of times.

If your cat causes us extra cleaning over and above the normal amount such as soiling bedding, spraying or excessive use of litter, then extra charges will apply on a daily basis depending upon time taken and extra materials to clean. Charges will range from \$2 to \$10 per day.

No children under the age of 16 are allowed in the cattery area.

If you do not require your booking once it is confirmed we must be given at least 48hrs notice of cancellation in order for you to not incur any costs . Less than 48hrs notice will incur the full cost of those confirmed dates.

If your cat{s} are to be cared by us, Boutique Cattery

payment in advance or at time of drop off for new clients

If the period of stay is undetermined we require you, the client to set up a direct debit paid weekly in advance.

If your cat requires medical attention while it is in our care we will treat it as necessary AND/OR

Take it to our emergency vet for treatment should we deem it necessary at the owner's expense. A standard fee of \$150 will be charged per vet visit for transport and time incurred. We need to be reimbursed before you pick up.

We will attempt to contact you, the client, and prior to any treatment except in the case of an emergency when you will be notified as soon as practicable.

We accept no responsibility for loss, damage, illness, injury for any reason whatsoever to or of any goods left with us including your cat(s) apart from the breach of the guarantees in the Consumer Guarantees Act 1993

Should we deem it necessary to move your cat{s} into an individual room owing to their behaviour or welfare we will do so without notice, and additional charges will be incurred for a private room daily.

Boutique Cattery must be reimbursed for ANY PRODUCT needed by your cat that is extra to the items included in the price, ie RC food, cat litter(wood pellets ) and use of blankets. This includes any food that is not Royal Canin Fit dry, medication, litter, treats etc that we deem necessary for health and well being.

If you are unable to pick your cat{s} up on the date previously agreed, we require you to give us notice of your new proposed date of pick up and you will be charged accordingly.

Should you, the client, for any reason fail to inform us that you are unable to collect your cat{s} we will make every attempt to contact you or the emergency number you provide at the time of booking in.

Pets left at Boutique Cattery for 7 days more than the agreed date of departure without any contact from the pet's owner or their representative will be classed as abandoned and removed to an official establishment for this purpose. It is the pet owner's responsibility to communicate any unexpected delays to us.

We will use a debt collector and or Court to retrieve any costs that are incurred by you, the client, after the time we rehome your cat{s}

Including cost of stay, up to the point of rehoming, advertising and any transportation and any incidental costs that we may incur including any collection and,

legal/enforcement costs we incur.

Payment is to be made in full prior to or at the time of pickup of your cat{s} by cash or internet banking.

No cat will be released unless full payment is made prior to or at the time of pick up.

If you are permitted to make payment after collection, (regular clients only) of your cat(s) then payment must be made within 24 hours.

If payment is not made within the 24hours, then 10% will be added to your invoice.

If a payment is made to Boutique Cattery by mistake, a \$25 refund charge is made.

All accommodation will require full payment on a date specified by Boutique Cattery to secure your cat{s} stay with Boutique Cattery.

The amount is non refundable without 48 hrs notice and for busy periods i.e school holidays after a date specified by Boutique Cattery.

On occasions we require, via E mail, that the customer pay a non refundable deposit to secure their booking, as stated this is non refundable. We also require full payment prior to your arrival date.

The time period you confirm for your cat(s) stay is the time you will pay for regardless of early pickup.

If you cancel your stay without 48 hours notice no refund will be given / or an invoice for the full amount must be paid within 2 days of issue.

Should you be given a discount for your cat(s) stay this is only valid if the agreed amount is paid at time of pick up or sooner.

If the monies are not paid upon collection then the discount will be null and void and you will agree to pay the full amount for your cat(s) stay plus any additional fees. Should a discount be given and pick up is before the agreed date then the discount will be null and void.

If a refund is granted it will attract a \$25 admin fee and the stay will be calculated at the normal non discounted rate.

Should you fail to pay Boutique Cattery for your cats stay under any circumstances whatsoever we:

will take legal proceedings against you, the owner, and any costs whatsoever incurred by us will be added to the amount outstanding.

10% interest will be added per week that the amount is not paid.

We do not allow customers to take photographs or videos on our property.

Boutique Cattery will occasionally take photographs of the cattery and its guests and these may be:  
used for promotional purposes or to update you on how your pet is keeping. We reserve the right to  
use these images without payment or royalties and at our discretion which may include our website, social media or in print.  
All pictures and videos taken are copyright to Boutique Cattery.

By allowing Boutique Cattery to care for your cat{s} you the client agree to be bound by these terms and conditions and will accept these terms and conditions as a binding contract between you the customer and we Boutique Cattery Ltd.

These T&Cs are subject to change at any time.

Please check our website for updated T&Cs.