

Conditions of Acceptance for Ferry Farm Cattery CATS

These terms and conditions are set in place to safeguard the health and well-being of all the cats in our care and form part of your contract. Please read carefully and ask if you have any questions.

We do not accept cats that have not been neutered over the age of six months.

All cats will be checked upon arrival and are accepted on the understanding that they are in good health. Any health conditions must be stated on booking. Management have the right to refuse a cat showing signs of illness.

All clients must produce a valid veterinary vaccination certificate and the certificate must be in date at the end of the boarding date. We will require proof at every visit or you can email a copy. We will not accept any cats that are not up to date.

We require that any cats having their boosters have it carried out two weeks prior to boarding.

If a cat is having a restart or having the first vaccinations we would require a period of three weeks before the cat can board after the vaccination.

All pets will need to be up to date with flea and wormer treatment. By use of a veterinary recommended product and we will need to record the date and product used. We require treatment to have been carried out at least one week prior incase there are any adverse reactions.

If your pet appears unwell whilst in our care or we suspect an illness management has the right to contact our designated veterinary practice (Kings Road, Sunderland) and make an appointment for the cat to be checked over. Medication and or treatment performed will be needed to be paid in full by the owner on collection.

The emergency contact will be informed prior or as soon as possible.

An emergency contact person must be provided on booking along with their contact details, address and email and must be willing to collect the pet if required or in an emergency.

I give permission to allow Ferry Farm management to sign on my behalf if required to do so and give permission to allow the pets vet to forward any details required to our designated veterinary practice (Kings Road) Sunderland. Whilst every possible care and attention will be given to your pet Ferry Farm can not be liable for loss or illness.

We encourage owners to bring any favourite bedding and toys. Familiar smells, sights and sounds will help the cat to settle in quicker. However we can not accept responsibility for any damage or loss of property.

If in the event that you as the customer is needing to quarantine you will make arrangements for someone other than yourself to collect the cat/s. Written permission will be required.

All cats microchip details will be recorded.

Your data will be in accordance with GDPR guidelines and you must consent to us holding the info.

Medication and or treatment for any cats can be carried out at the owners request. The owner must complete the consent form and provide enough medication for the cats stay and allow for any delays.

All personnel at Ferry Farm will not be held responsible for any failure whilst proving medication or treatment.

Only cats from the same household will be allowed to board together, permission must be given if we feel we need to separate them and the additional costs paid for by owner.

Payments of all fees must be paid by the owner prior to boarding or on the day the cat commencing to board

Boarding fees are charged for the day of entry and collection and for all days booked even if the cat/s is to be collected earlier than stated the full cost for the booking would need to be paid in full. Prices include VAT.

A non refundable deposit will be required when placing a booking. A 25 % deposit will be required or £50 whichever is applicable.

We request that any cancellations are made by email or in writing.

If a customer wishes to cancel we require a 30 day period of notice. If the full balance has been paid we will forward on to as future booking or return the balance minus the deposit.

If a cancellation is made less than 30 days we would not refund the balance.

We provide Felix and whiskers sachets wet food and whiskers, go cat, and proplan dried food Special dietary foods or a veterinary prescribed food would need to be provided by the owner at their cost. You are welcome to bring in any other food if you would prefer to.

You must transport your cat in to the cattery using a secure pet carrier. No responsibility will be taken for the cats until they are in the cattery or upon collection of the cats once outside of the cattery. We do not allow cats to be brought in by use of a harness.

Any cat not collected after 7 days of the agreed collection date and with no contact from the owners or emergency contact person may need to be re homed accordingly.

Free grooming is on the basis that the cat/s are happy to be groomed.

We do take photographs of some of the pets boarding for our website and facebook page, we do not display any names. If you can let us know if you do not wish for their photographs to be taken.

Management has the right to update these terms and conditions at any time.

I Fully agree to the booking conditions of acceptance at Ferry Farm Cattery

All boarding fees are inclusive of our insurance subject to our terms and conditions and VAT.

NAME.....SIGNATURE.....DATE.....