



Clara's Cattery
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GENERAL

Clara's Cattery is fully insured and licenced and is built within the guidelines published by the British Veterinary Association and the Chartered Institute of Environmental Health (CIEH).

Cats are insured during their stay but the cover assumes that no cat has a value greater than £50. Terms of the cover are available upon request.

The cattery reserves the right to re-home cats that are not collected within 7 days of the arranged collection date, where owners have not contacted the cattery, as necessary.

Delivery of your cat into our care signifies your agreement to these terms and conditions.

CANCELLATION POLICY

Cancellation of the full booking within 7 days of the commencement of the booking will result in Clara's Cattery reserving the right to charge for the booking in full.

Cancellation of the full booking within 8-14 days of the commencement of the booking will result in Clara's Cattery reserving the right to charge 50% of the booking.

In the event of owners returning before the end of the boarding period booked, the full period booked will be charged. There are no discounts for early collections.

BOARDING FEES

Full boarding fees are payable on collection of your cat(s).

Payment is by credit card, debit card, cash or bank transfer.

Boarding fees are charged per day, including the day of arrival and departure.

Daily boarding fees, where multiple cats share one chalet, are as follows (prices correct as of 1 January 2025): 1 cat - £14.00; 2 cats - £21.00; 3 cats - £26.00.

PLEASE NOTE: Prices are reviewed on 1 October each year. Check the website for any changes.

Only cats from the same family may share a unit.

Any additional costs incurred by us, such as flea treatments, etc., are payable upon collection of your cat(s).

Cats staying in the cattery are not allowed outside the unit that they are housed in for the duration of their stay. There are strict regulations for health and safety, prevention of infection and obviously the risk of escape. All our units have an enclosed indoor section where there is a window, places to sleep and a thermostatically controlled heater. The door can be open or closed and there is a cat flap for the cat to get in and out of the indoor area. There is a spacious semi-outdoor area where the cat has views of the outside and can get lots of fresh air whilst remaining completely separated from the other cats that are staying. The litter tray is kept in the outdoor section.

Our cattery adheres to strict regulations that stipulate that all cats in the care of a cattery must never have any contact with another cat throughout their stay. This minimises any health and safety risk and also ensures that a high standard of infection control is maintained. Every cat remains in the unit for the duration of the stay.

ARRIVAL

Cats will only be accepted during our opening hours. In very exceptional circumstances, we may accept cats outside of these hours. All drop-offs, collections and visits are by appointment only. There may be an additional charge for any out of hours service.

Owners must produce a vaccination certificate on arrival, which confirms that the cat is up to date with all appropriate vaccinations, primarily feline flu and feline enteritis. This certificate will usually be held by Clara's Cattery for the duration of their stay and returned to the owner on collection. We are required to record the date of the vaccination.

Owners are welcome to supply their own bedding and toys. However, should these items become soiled, we reserve the right to clean/wash these items and we can take no responsibility for any damage caused by the antibacterial products we use to maintain cleanliness. In extreme cases we also reserve the right to dispose of these items.

We also provide various toys/games & other items to ensure cats receive regular stimulation and 'play' time. These items are always cleaned/sanitised prior to use.

We recommend that sturdy plastic or wire carry baskets are used to transport your cat and the security of all clasps and locks are checked before departing for the cattery.

We are happy to store carrying baskets for the duration of the cats stay. It would be helpful if these are marked clearly with the owner/cat's name. Baskets are left at owners own risk.

DEPARTURE

Cats may only be collected during our opening hours (see website for details). In very exceptional circumstances, cats may be collected outside of these hours by appointment only; there may be an additional charge for this service.

Full boarding fees are payable on collection of your cat(s).

FEEDING

Food provided is quality wet and dry food. Normal feeding is twice per day, morning and late afternoon, at least 8 hours apart. Kittens, elderly cats, or cats on special diets can be fed more regularly if required.

Clean fresh water is available at all times.

We can provide alternate food as required at a small additional fee.

Should owners wish to supply their own alternate food then they are welcome to do so. There is however, no reduction in price to the daily boarding fee in this circumstance.

Cats with special dietary needs should have all food supplied by the owners. Please ensure an adequate supply for the duration of the stay plus a little extra in case of delays in collecting the cat. Owners should also provide details of special feeding routines.

All food will be stored in the secured cattery kitchen and will be kept locked at all times when unattended. Food will be stored in sealed containers. Cooled items will be stored in the cattery kitchen refrigerator.

VACCINATIONS

Your cat's inoculations for Feline Infectious Enteritis and upper respiratory infections (Cat Flu) must be up to date.

Your cat's up to date vaccination certificate will need to be presented prior to boarding. **Please remember your cat cannot be boarded without it**, so ensure your vaccinations are boosted annually. Owners will appreciate that this is in the interest of your cat's health and those who are staying in the cattery at the same time.

Where a full course of vaccinations is required, these must be completed at least 7 days before boarding.

The annual booster vaccination should be carried out at least 7 days before boarding.

HEALTH

No cat suffering from, or suspected to be suffering from, any infectious or contagious disease can be accepted. Clara's Cattery reserves the right to refuse admission to any cat showing signs of ill health pending advice from a Veterinary Surgeon. Owners will appreciate that this is essential in order to safeguard the health of all cats boarded.

Cats over the age of 8 months which have not been neutered will not be accepted for boarding.

We will take full contact details of your cat's vet at the time of booking in case anything happens while you are away. We also request as much detail as possible of any past and current medical conditions. In the event of any illness we make every effort to contact you to keep you informed of what is happening. We also request that you sign a form to give us permission to act on your behalf in the event of any emergency. This form is usually signed at the first visit and then kept on file.

If your cat is ill we prefer where possible to take the cat to his/ her usual vet. This is because the vet has the full medical history particularly in long term conditions and also because we know you have full faith in the vet you have chosen. We are happy to take the cat to the vet if required and to administer any medicines that have been prescribed.

We also have the option in the event of an urgent problem to take your cat to our vet, Vale Veterinary Group in Cullompton. The vet here can get in touch with your own vet as needed if any background information is required. This local vet is also on hand to attend any emergency at the cattery if it were needed. If there was an emergency overnight, we would contact Vale Veterinary Group who contact the on-call vet.

PROCEDURE IN THE EVENT OF DEATH OF A CAT

In the event of an unexpected death of a cat, in the first instance we will endeavour to contact the owner through all means possible. In addition, we will contact the cat's vet and seek further instruction from both parties. If neither are contactable, we will contact our registered vet for advice, including onward care of the cat until the owners return.

PROCEDURE IN THE EVENT OF AN ESCAPE OF A CAT

In the unlikely event that a cat escapes, we would endeavour to find the escaped cat. In addition, we would contact the owners to advise them and seek their preferred course of action, which may include contacting neighbours.

FLEAS & WORMS

We take a great deal of care to ensure that our facility remains a safe haven from fleas and worms so your cat doesn't contract them here.

An effective flea management programme requires treatment by a vet-recommended formula every 4-5 weeks. If your cat is not on a regular flea treatment programme, please apply a flea treatment just before your cat comes to holiday with us.

If your cat has not been wormed within the last three months prior to staying with us, please administer an appropriate worming treatment before boarding commences.

If we find that a cat boarding with us has arrived with fleas and/or worms, we will administer an appropriate treatment, the cost of which will be added to your final invoice. We will do our best to contact you regarding this prior to taking any action.

MEDICATION

We are happy to accommodate cats on medication. We can administer medication either orally or in food.

We will ask for your written authority to call a veterinary surgeon on your behalf should we consider it necessary.

Veterinary attendance is assured and any treatment considered advisable will be carried out at the owner's expense.

Please inform us if your cat has any unusual habits or behaviours so that these are not mistaken for an illness.

PLAN FOR CARE OF CATS SHOULD LICENCE BE REVOKED / PREMISES BECOME UNINHABITABLE

In the event that Clara's Cattery should become uninhabitable or the licence be revoked, in the first instance we would endeavour to contact the owners for repatriation of the cats to their preferred place of residence. If this is not possible, we would safely and securely transfer the cat/s in their individual containers to our neighbouring property or Vale Vets.

Whilst every care and precaution is taken during boarding, responsibility can only be accepted at the owner's risk. Clara's Cattery has the right to update these terms and conditions at any time.