

MUCHELNEY CATTERY

TERMS & CONDITIONS

Arrival and Collection

Monday- Saturday
9-11am and 4-6pm

Sundays and Bank Holidays
10am-12pm

Christmas Eve and New Year's Eve
10am-12pm

Christmas Day, Boxing Day and New Year's Day
Closed

Arrivals and collections must be in these opening hours. Other times are by prior arrangement

At the time of booking, we request that you provide us with arrival and departure times.

Viewings welcome by appointment only.

A registration and Terms & Conditions form must be completed and signed before your cat's arrival. You must provide a veterinary and emergency contact details. Your emergency contact needs to be someone who will be responsible for your cat/s welfare.

If you require someone else to collect your cat/s, you will need to inform us in advance and we will need to see some identification before allowing them to collect.

If your cat(s) is not collected within 14 days of the agreed collection date we have the right to re-home it.

Cats must arrive in a suitable, secure and safe cat carrier. We will refuse to accept a cat brought in a cardboard carrier.

Cats from the same household, but needing to be housed in separate pens, will be charged per pen, per stay.

Payment to be made on collection of your cat/s by cash, cheque or BACS. We do not accept payments by debit/credit cards.

Prices are subject to change without prior notice.

If cancelling a booking, please give us a minimum of 7 day's notice. Any cancellations made within the 7 days will require full payment.

Regrettably, refunds will not be given for early collections.

Diet

All our cats are fed twice a day (or more if requested by the owner) on high quality food. We stock Hills, Royal Canin, Purina, James Wellbeloved and Iams dry food. We also stock Whiskas, Felix, Sheba and gourmet wet food. Any specific diets not mentioned above and any special veterinary prescribed food should be provided by the owner. Enough food should be provided for their entire stay.

On the occasion that your cat/s decide not to eat what food was specified on their registration form, I will offer an alternative, except specialised diets.

Health and well-being

All cats must be fully vaccinated to stay at the cattery. Cats will only be accepted with a current vaccination certificate against Feline Infectious Enteritis and Feline Upper Respiratory Infections (Cat Flu)

An up to date vaccination certificate will need to be shown on arrival for boarding. Failure to confirm your cat/s are vaccinated, we will refuse your cat/s stay and you will be charged the full amount.

All cats must be up to date with treatment for fleas and worms prior to coming into the cattery. If found to have fleas or worms, appropriate products will be acquired from the cat's vets. You will be liable for the cost of treatment and travel expenses.

Cats will be examined on arrival to safeguard health of all our boarders. We reserve the right to refuse admission of any cat showing signs of ill health, pending advice from a veterinary surgeon.

Male cats over the age of 7 months that have not been neutered cannot be boarded.

We reserve the right to separate a family of cats that are together within one unit if required. (e.g. in the event that one of the cats become unwell or if they begin to fight). Additional costs will occur for another pen.

You must inform us of all ongoing and/or chronic medical conditions that will need medication during your cat's stay.

Veterinary prescribed medications can be given to your cat on request.

Medication should arrive in its original container which will have the cat's name and dosage on. A form will also be filled out for name, dose and timings of medication. All medications will be stored correctly and returned upon collection. Enough medication must be supplied to last their whole stay.

Unfortunately, we are unable to accommodate cat/s with Diabetes.

We are unable to accept any cat/s that need convalescing.

Veterinary Care

If your cat falls ill during its stay and needs veterinary treatment, they will be taken to their own vets as they hold all your cat's medical records. If this is not possible, they will be taken to the cattery's vet – Kingfisher Veterinary Practice in Martock. Their Out of Hours Emergency is covered by Coombefield Veterinary Hospital in Axminster.

You will always be contacted before your cat is taken to the vet. If you cannot be contacted for any reason, we will contact your emergency contact. This needs to be someone who will be responsible for your cat's welfare and make decisions for veterinary treatment on your behalf.

It is agreed with all owners that a vet will be consulted if I think it necessary and if both owner and emergency contact is uncontactable, any decision that needs to be made regarding the cats welfare will be made by the veterinary surgeon and myself.

In the unfortunate and sad event that a cat should die whilst staying at Muchelney Cattery, the owner or emergency contact will be notified. The cat (unless instructed by the owners) will be taken to Kingfisher Veterinary Practice, Martock for the appropriate safe storage until the owner's return.

Muchelney Cattery is not responsible for any medical bills. Veterinary and travel expenses will be added to your bill and will require settlement on collection of your cat.

All vet visits will incur a surcharge of £10 plus £1 per mile, per visit.

Own Risk

Whilst every care and attention is paid to all the cats under our care whilst staying at Muchelney Cattery, the owners leave them at their own risk and Muchelney Cattery is not liable for any illness, injury or death.

Other

Vehicles parked on the property are left at their own risk. Please take note of signage around the property.

Respect our neighbours by parking sensibly. Park on the drive or in the layby opposite.

Strictly no vaping or smoking on our premises.

There will be a surcharge of £15 to replace a scratch-post if your cat(s) is found to be soiling it.

Kirsty Spiller

Owner of Muchelney Cattery