



HAPPY TAILS YEOVIL
Cat Hotel

100 West Coker Road, Yeovil BA20 2JG
07957 473407

Terms and Conditions of Boarding

Happy Tails Yeovil Cat Hotel is run in a friendly and flexible manner, but for legal reasons and for the safety and wellbeing for all concerned we need to state our terms, which Owners are deemed to have accepted by placing their cats here to board.

Viewings

We want you to be quite sure that Happy Tails Yeovil Cat Hotel is the perfect choice for you and your cat/s and are pleased to offer viewings. To maximise security and the privacy of our boarding guests viewing is by appointment only.

Opening Times

We are open 7 days a week on an **appointment only** basis within the following times:

Monday to Saturday: 09:00 – 11:30 & 16:00 – 17:30
Sundays & Bank Holidays 10:00 – 12:00

Collection and delivery of cats outside of the opening hours must be by prior arrangement. While the Cattery understands and accepts appointment times may have to be altered at short notice, it would be very much appreciated if Owners would let the Cattery know by phone or email if they will not be arriving at the arranged time, whether early or late.

We are closed on Christmas Eve, Christmas Day, Boxing Day and New Year's Day for arrivals and departures. Please transport your cat in a secure pet carrier in which they are to remain until settled within their suite. You are welcome to settle your cat into their accommodation.

Please allow plenty of time when bringing your cat to us for the first time and complete the booking form prior to arrival, which we will then use to confirm details with you to ensure we fully understand your cat's needs. If cats are not collected within 14 days of the date on which he/she is due to leave the cattery and no communication is received from the Owner, a decision to rehome the cat/s will be made at the cattery owner's discretion.

Prices and Payment Terms

We like to offer a simple all-inclusive rate:

£10 per cat, £5 per additional cat (one = £10, two= £15, three = £20 etc.)

Prices are per day and include food, heating, grooming, insurance and administration of medication.

Sharing cats can only be accepted from the same household

A deposit of £20 per cat is required to secure the booking. This is non-refundable and will be deducted from the final balance payable upon arrival.

Drop-off and collection days are charged as full days.

We require 14 days' notice of cancellation, any less will result in the total cost being payable unless we are able to re-book the suite.

We accept cash, debit/credit cards or bank transfer (please ask for bank details)

Bookings may be made by email or phone. Please ensure that you have had a reply confirming your booking.



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Health and Well-being

In accordance with animal welfare, a condition of boarding is that your pet is in a fit and healthy condition and has proof of vaccination and all medical conditions must be declared upon admission. All cats must be fully vaccinated against **feline enteritis** and **Feline influenza**. Vaccination must have been in the past 12 months and not less than 14 days prior to boarding. A valid and up to date vaccination card is required to be presented at check in. Cats must also have been treated for **fleas and worms** according to the directions and with an effective product. If cats are shown to have fleas or worms during their stay they will be treated at the Cattery and the cost charged upon departure.

Unneutered toms over the age of 6 months cannot be accepted for boarding.

For safety reasons please remove collars prior to your cats stay (flea collars are not deemed as suitable flea control).

In the interest of health and hygiene to all our guests we reserve the right to refuse entry to any cat which we believe to be unvaccinated, carrying an infectious illness or appear unfit for boarding.

If your cat should appear unwell whilst in our care, we will first contact your Vet. If this, for any reason, is not possible we will enlist the services of our own Vet, and fees may be applicable. Any fees incurred because of a pre-existing condition will be the responsibility of the Owner and must be paid for on collection. We will ask you to complete the Authorisation for veterinary treatment form.

If a cat requires medicines to be given during its stay, full details of the medication and its method of administration must be given, preferably at the time of booking. Sufficient medication to last the length of booked stay must be provided by the Owner. A Medication Statement will be completed at the start of the cats stay confirming all the details of medication, dosage, method of administration etc. We are unable to administer injectable medication

Cats are boarded at the sole risk of the Owner and whilst every care will be taken, Happy Tails Yeovil Cat Hotel cannot be liable for illness, injury or death of any animal in their care.

Comfort and Food

All bedding, scratchers and toys are provided but Owners are welcome to bring anything that may help the cat settle in (within reason and subject to size and cleanliness).

A wide range of foods is available and is provided as part of the boarding cost. If cats require a Veterinary prescribed diet, sufficient amounts must be provided by the Owner to last the length of booked stay.

Happy Tails Yeovil Cat Hotel reserves the right to photograph and/or video cats and use the images, with or without the cat's name. If you do not want your cats' images to be used please tick the appropriate box on the Booking form. No personal details beyond, occasionally, the cat's first name and/or breed will be used in any caption.

Name of Cat/s:.....

As the Owner of the above cat(s) I agree to the terms and conditions and associated forms which apply to this and all subsequent stays at Happy Tails Yeovil Cat Hotel (subject to updating personal/medical information at each stay)

Owner signature:.....

Print Name:..... Date:.....



HAPPY TAILS YEOVIL
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100 West Coker Road, Yeovil, BA20 2JG

Dear Client,

Thank you for booking your cat/s with Happy Tails Yeovil Cat Hotel. So that we can care for him/her/them as well as we would wish, we need to ensure that we have up to date information on his/her/their food and other requirements.

We also need to record current information on his/her/their health, on any special veterinary care your cat/s may need and authorisation from you for veterinary treatment in the event of your cat/s becoming ill.

These days the administration of medicines requires permission from the cat's owners. While the strengthening of legislation is good, it means we must ask clients to consider all the problems that might possibly arise while their cat/s are in our care, however unlikely.

On rare occasions, a cat may develop a serious illness. Should this occur we need to be able to act. For this reason, we ask for details of your cat's vet and for you to complete a Veterinary Authorisation Form below and return it to us with the booking form. Naturally, it may seem a little startling to be asked to give permission for veterinary care, yet whilst such illnesses are exceptionally rare, as a precaution we need to know your wishes and preferences. Actions are not undertaken lightly, we would have contacted you if possible, and your named contact and your vet to guide us in the event of serious illness.

Please let us have any extra information you feel may be helpful to us or call us to talk through any concerns you may have. You will not have to sign the Veterinary Authorisation Form each time your cat/s stays with us.

With kind regard

Happy Tails Yeovil Cat Hotel

Please cut here & return

.....
Authorisation for Veterinary Treatment

OWNER'S NAME.....

OWNER'S ADDRESS.....
.....

CAT/S NAME/S.....

I agree that, in the case of a suspected illness, a veterinary surgeon may be contacted, my cat/s examined, and investigations (e.g. Blood tests, X-rays etc.) performed, if thought to be required. I agree to Happy Tails Yeovil Cat Hotel administering any prescribed treatments the vet considers advisable. I understand that any tests and treatment will be at my own expense and charged to my account. I also give consent for euthanasia should this be recommended on humane grounds by the veterinary surgeon caring for my cat, in consultation with my own veterinary surgeon and/or named contact person. I have discussed options for dealing with my pet with Happy Tails Yeovil Cat Hotel.

SIGNED DATE

Data Protection Notice and Permission to hold contact details for all clients of Happy Tails Yeovil Cat Hotel

To comply with the current legislation on data protection we must tell you what personal data we hold about you, why we hold it and have your permission to retain it. We store data about clients to ensure we can contact them by mail, telephone or email:

- In an emergency
- To remind me of appointments/bookings and confirm drop off/collection times
- Pet updates while your cat is a guest
- any special offers

You can opt-out of any marketing contacts if you wish by ticking the appropriate box on the form below. Any data we hold will not be provided to any other person or business except as required by law.

- You may request to see all the personal data we hold on you (we are allowed 30 days to provide it)
- We only keep your data for the reasons outlined above
- We destroy your data if we have had no contact with you for 2 years
- For the smooth and efficient running of Happy Tails Yeovil Cat Hotel we need to keep a record of
 - o Your name
 - o Your Address
 - o Your landline and mobile telephone numbers
 - o Your email address
 - o Contact details of another responsible person in case of emergency
 - o The details of your pet/s
 - o The name and telephone number of your veterinary surgeon

For us to be able to hold these records we need your permission so please complete this form.

Your full name: _____

I agree that Happy Tails Yeovil Cat Hotel may contact me, my veterinary surgeon or my named emergency contact as necessary

- In an emergency
- To remind me of appointments/bookings and confirm drop off/collection times
- Pet updates while your cat is a guest
- Any special offers

*I understand I can opt out of further marketing contact at any time on request.

Signature _____

Clients must tick the first two boxes. Ticking the subsequent boxes is optional.