



The following Terms and Conditions are designed to safeguard the health and well-being of your cat.

Friars Cattery is committed to protecting your privacy. We will only use the information you provide in accordance with the General Data Protection Regulations. The type of information we are legally required to collect about you includes your name, your address and your phone number, which veterinary practice you use and emergency contact name, address and phone number. The information you provide to Friars Cattery is purely for business related administrative purposes as required under Licence by West Oxfordshire District Council and HMRC Business Tax. All client information is stored securely in a locked filing system. A computer is used to produce a hard copy of your invoice but your details are then deleted and not saved electronically. Your information is held as a record of past and for future booking purposes and will be destroyed after 2 years if you discontinue being a customer or you request in writing that such records are destroyed.

A deposit of £45.00 is required at time of booking and must be received within 4 days to secure your reservation. £20.00 of this deposit is non-refundable. The remainder of the boarding fee is required in full on day of arrival. We accept payment by:-

- BACS - Bank : TSB - Account name : Morag Buchanan Account no : 02188968 Sort Code : 776 846
- Cheque : Made payable to Morag Buchanan (Cattery address at foot of page)

Fees are charged per day and are inclusive of the day of arrival and day of departure. There will be no reduction in fees for late arrivals or early departures. There is a minimum stay charge of 3 days.

Cancellation and changes must be made a minimum of 21 days before boarding. Cancellations of less than this may be charged at the full rate of the period booked, unless a short-notice replacement booking is received.

Christmas day, Boxing day and New Years day are charged at double the daily rate.

All cats must be fully vaccinated and vaccinations and boosters must be up to date. Initial vaccination must be completed at least 4 weeks prior to your cats stay and boosters must have been carried out no more than 12 months prior to being admitted to the cattery. Certificates will be required at each visit and held for the duration of the stay.

All cats should be wormed and up-to-date with flea treatment, preferably treated more than 5 days before they are admitted. Should any cat be found to have fleas or worms they will be treated and the cost of treatment and a charge for additional cleaning will be added to the bill.

Veterinary advice and subsequent treatment will be sought for any cats we have concerns about whilst in our care and the owner will be liable to pay those costs. Whilst Public Liability insurance is provided we recommend that cats are individually insured by their owners.

We do not accept un-neutered male cats over six months of age.

Please bring your cat in a suitable, secure cat carrier. Friars Cattery cannot take responsibility for the loss of a cat where this advice is not observed.

Collars will be removed on arrival for safety reasons.

It may not be possible to accommodate your cat if you are delayed in picking it up. Please ensure you have made provision for someone to collect and care for your cat until you return.

In the event of a cat not being collected within 14 days of the agreed collection date and if no communication from the owner or emergency contact person is received, Friars Cattery reserves the right to rehome the cat.

All cats are examined on arrival and the proprietor reserves the right to refuse admission of any cat showing signs of ill health.

If your cat should become ill during the stay we will endeavour to use your vet and we will do our best to contact you but where there is difficulty we will consult our retained vet.

Whilst all possible care and attention will be taken, all cats are left entirely at their owner's risk. Friars Cattery cannot be held liable for illness, injury or death of any animal in their care.