

# Martlets Cattery Contract

## 1. Registration

We require new customers and existing customers whose details have changed to fill in a registration form for each cat with details of diet, grooming, medication, veterinary surgeon, contact details, name, and address etc. It is the responsibility of the customer to inform us of changes to this information as it is used during subsequent stays and therefore its continued accuracy is essential.

In addition we require a Veterinary Authorisation form to be signed by owners so that veterinary attention may be given to cats as quickly as possible should the need arise. Clients are required to be responsible for veterinary fees incurred by their cats during their stay at Martlets.

## 2. Hours of Business

Hours of business are from 2.30 p.m. to 6.30 p.m. Monday to Saturday. We are closed on Sundays and Bank Holidays. Customers are asked to deliver and collect their cats between these hours; it would be appreciated if you could make an appointment.

Cats may be delivered and collected out side of these hours at the discretion of the cattery for a charge of £15. We consider this to be an exceptional arrangement to be used very sparingly.

Clients undertake to pay Martlets Cattery the current boarding fees for their cats stay before they are collected from the cattery. Admittance to the pen area of the cattery is at the discretion of the management. We offer a collection and delivery service – charged from £10 per collection and delivery depending upon distance.

We try to be as flexible as possible as far as altering dates of stay in the cattery are concerned, however, due to recent experience we are now forced to invoice in full customers who don't bring or collect their cats on the dates arranged and clients who do not contact us to cancel the stay in advance. Deposits for stays are refundable only at the discretion of the management.

## 3. Medication and Veterinary Treatment

We require all cats to be fully inoculated against feline panleucopaenia (infectious enteritis), Feline viral rhinotracheitis and Feline calicivirus (flu). In addition we strongly advise customers to have their cats inoculated against – Feline leukaemia virus with the possible exception of cats that never go out. Your own vet's advice should be sought on this matter. Homeopathic nosodes are not acceptable for this purpose. Vaccination certificates will be inspected at every visit.

All cats need to be wormed (even indoor cats) preparations from your veterinary surgeon are recommended. If your cat has the "spot-on" type flea control we ask that you time it to correspond with the few days before their cattery stay as far as possible.

We are happy to administer medication to cats during their stay. Please bring medication in original containers with clear instructions on them.

We require customers to sign the Veterinary Treatment Consent form which authorises us to seek veterinary treatment for your cat. We prefer to use the cat's own vet where this is practical as they will have access to the cat's records including any allergies to drugs. Where this is not possible due to distance/urgency/unavailability our own vet will be consulted.

In an emergency situation we will try to contact the emergency number provided by our customers, so that person can participate in any decision to be made about the cat. Where

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that person is unavailable the management will make what it considers to be, decisions in the best interests of the cat, where possible in consultation with the cats own veterinary surgeon.

## 4. Safety

It is our policy not to refuse fierce cats but for our own safety we do ask owners to please tell us if your cat is unlikely to be friendly. Sometimes we are pleasantly surprised, but if not at least we are warned.

We are very concerned about your cats safety during his/her stay – to this end collars are worn entirely at owners risk. We strongly advise owners to have their pets micro-chipped – should the unthinkable happen his/her identity will be beyond question.

We take our responsibilities to you and your cat seriously and do our utmost to do the very best for him/her during his/her stay however, cats are boarded entirely at their owners risk – we cannot be responsible for damage however caused.

## 5. Comfort

We undertake to keep your cat as comfortable as possible during his/her stay. He/she will only be given high quality food in line with the diet specified on his/her registration form. If he/she has a special diet this will be followed. Medication will be administered in accordance vets instructions. Plentiful clean water will be available at all times. Your cat will have a clean litter tray. The cat's pens are cleaned daily and thoroughly disinfected between stays.

Bedding and beds are provided however, should your cat prefer his/her own bedding and/or bed own toys etc they may be brought into the cattery. This is entirely at customers own risk.

Indoor cats, elderly cats and kittens are given more heat in cold months but all cats are given heat in chilly weather. Blinds are used in the summer to regulate the temperature.

We will groom cats but sometimes they are less than cooperative –we do our best. We like to play with the cats. We love to talk to, stroke and cuddle the cats when they allow us to.

## 6. Contract Signed

We require a copy of this contract to be signed by every customer before boarding their pets. It is legal and binding in nature, so please read it before signing.

Name of Cat/s.....

As owner of the above cat/s I agree to the above terms, which apply to this and all subsequent stays at Martlets Cattery.

Signed:.....  
(Print).....

Name:

Dated:.....

On \_\_\_\_\_ behalf \_\_\_\_\_ of \_\_\_\_\_  
Cattery.....

Martlets