

Stay Home Cat's Hotel & Spa

Terms & Conditions for Boarding or Staying

Please understand that the following Terms & Conditions are designed to protect the health and well-being of the cats in our care. Also, please note that these Terms & Conditions are the basis on which we accept cats into the cattery and that they constitute an agreement between Stay Home Cat's Hotel & Spa and the owner covering the period of staying.

All animals are accepted at the owner's risk.

Health and Wellbeing:

We will need to see your cat's current vaccination certificate against feline flu and enteritis as supplied by the vet before your cat can be accepted into the cattery.

A copy of this certificate will be made on your first visit; when your cat is revaccinated, you should bring the vaccination certificate in again on your next stay to show that the vaccinations are still current. If our records show that a cat is overdue vaccinations and a certificate is unavailable for checking when you arrive with your cat(s), we will contact your vet to confirm vaccination dates; your cat(s) will not be accepted into the cattery until this has successfully been done.

If in the unfortunate event a cat should die or sick whilst staying at the Hotel the owner or owner's contact person will

be advised. The cat will be taken to the hospital until the owner's return. Treatment fee Charge with owner
Payment & Charges:

Charges apply for all the days of your cat's stay with us. No reduction can be made in the event of owners returning before the end of the period for which the cat is booked.

Payment for your cat's stay with us should be deposit transfer by on-line transfer 50% of total then be made by Cash on arrival.

During peak times, a minimum of 10 days' notice of cancellation is required otherwise a 20% charge will be incurred for the booking.

Home Comforts:

We encourage owners to bring along any favourite bedding and toys. Familiar smells, sights and sounds will help your cat to settle in more quickly. However, we cannot accept any responsibility for damage to, or loss of property.

If you don't have any suitable bedding to bring (we cannot accommodate your settee or bed!) we have a range of blankets, pillows and beds that can be provided.

We provide litter trays and feeding bowls and prefer you not to bring your own to reduce the chance of them being lost or accidentally broken.

Management has the right to update these terms and conditions at any time.