



## **Riverside Cat Hotel - Terms & Conditions**

### **Cat Health**

1. All cats must be immunised against cat flu and feline enteritis and will not be accepted into the cattery without proof of immunisation. Cats should have had their booster vaccinations no less than 14 days prior to boarding.
2. It is recommended that cats are treated for fleas and worms 7 days prior to boarding. Cats that are suffering from a severe flea infestation will be treated with an appropriate flea treatment. The owner, on collection of their cat(s), will pay the cost incurred for such flea treatment.
3. We reserve the right to refuse admission to any cat showing signs of illness.
4. Veterinary care for existing medical conditions will be payable by the customer.
5. All animals boarding with Riverside Cat Hotel are covered by our insurance policy.

### **Cat safety & wellbeing**

6. Cats should be brought to the cattery in a suitable cat container securely fastened. No responsibility can be taken by Riverside Cat Hotel for the loss of any cat where this advice is not observed.
7. Cat containers will be kept on the cattery premises until customers collect their cat(s).
8. We are unable to accept un-neutered male cats over seven months old.
9. Collars will be removed and kept in a safe place during the term boarding.

### **Fees**

10. Customers are required to pay a deposit of £50 or the full booking fee (whichever is lower) at the time of booking. If the booking is cancelled more than 14 calendar days prior to the booking start date, the deposit will be refunded. Payment can be made by cash, debit or credit card or by cheque supported by a banker's card.
11. Cancellations made less than 15 calendar days prior to the booking start date will incur the full booking charge. An invoice will be issued for the cancelled booking (if you have holiday insurance, the insurance company may reimburse you).
12. Should you decide to collect your cat(s) prior to the agreed collection date, the full booking fee will be charged.
13. Fees are payable for each day the cat occupies a unit and this includes the day of arrival and the day of departure. For all bookings that exceed 10 days there is no charge for the last day if you collect by 12:00 midday.

**Business Name: Thornydown Associates Ltd T/A Riverside Cat Hotel**  
**VAT Registration Number: 541 9951 22**  
**Company Registration Number: 2491543**  
**Directors: Kelson John Land & Pamela Margaret Land**

***Pricing policy – inclusive of VAT at the current rate***

- 1 cat occupying one unit per day £11.65
- 2 cats occupying one unit per day £19.85
- 3 cats occupying one unit per day £25.70
- 4 cats per day £29.15

Four or five cats from the same family can be housed in our large spacious family unit (price on request).

Where cats from the same family are not happy to be housed together we can offer them separate accommodation as per the charges above.

Our fees are inclusive of VAT, veterinary and public liability insurance, meals, heating, grooming, administering medicines, and time spent pampering our boarders.

We offer discounted rates for retired persons (evidenced with a bus pass or similar).

***Long term boarding***

We offer discounted rates for long term boarding . please ask for rates when booking in your cat.

**Long term boarding fees: The first 8 weeks is payable in advance by card or cash; thereafter each month boarding is required to be paid at the beginning of each month by BACS direct into our bank account.**

***Opening Hours***

**Arrivals and Departures:**

**Monday to Saturday: 9.00am – 11.30am**

**and 4.00pm – 6.00pm**

**Sunday: Collections only from 11.00am – 12.00pm**

**BANK HOLIDAYS: CLOSED**

We are open for viewings by appointment only . this is to ensure that the proprietor is available to meet clients at an appropriate time when cats are not being collected or dropped of.

For security reasons we are unable to show clients around when cats are being fed and their accommodation is being cleaned.

Mrs Pam Land  
Riverside Cat Hotel  
Tel: 01980 611083  
[www.riversidecathotel.com](http://www.riversidecathotel.com)