

TERMS & CONDITIONS TOP CAT HOTEL

- Booking

A £50 deposit non- refundable is required at the time of booking by cheque or Bacs. New clients will be asked for payment in full at the time of booking. Please complete our booking form online and send it to us. We charge by the day. If you collect before 11am you will not be charged for the day. We do not give credit for early returns you will be charged for the period booked. We reserve the right to revise our prices.

- CHECKING IN

WE ARE OPEN FOR COLLECTING AND DELIVERY MONDAY TO SATURDAY 10am to 1pm CLOSED ON SUNDAY AND BH. OUT OF HOURS BY APPOINTMENT.

- Health

Vaccine card must be shown on arrival as a condition of residence. CATS must be fully inoculated against Feline Leukaemia, Feline Infectious Enteritis, Feline Viral Rhinotracheitis (Feline Herpes Virus) and Feline Calicivirus and must have had a booster injection within the previous twelve months. Please protect your cat/s from parasites before coming to the Cattery. Your vet will advise.

If your cat were to become ill while in our care, we will try to contact you. Your cat will be taken to YOUR vet if possible. If we cannot reach your vet, we will take your cat to our vets. Any treatment will be paid directly to the vets by the owner. We advise you take out pet insurance. We charge £25 to visit the vets to cover our petrol and time. By booking with Top Cat Hotel you are agreeing to authorise us to have your cat seen by our vet at our discretion. All cats' details are taken by us including any special needs, vets details, medication and dietary requirements. Please note we are not qualified so do NOT give injections. We do not accept male un-neutered cats over 6 months of age.

- COMFORT

Everything your cat requires for his/her stay here is provided. We provide bedding, food dishes and toys. You are welcome to bring your own cats bedding or toys etc. We cannot guarantee or be responsible for anything that is left with us. We do recommend you bring and leave something with your scent on as the cats love this and it helps them settle.

- Old frail Cats.

Please consider your old cat before putting them in a Cattery. We reserve the right to refuse cats that we don't deem to be healthy. We only accept Elderly cats that have boarded with us regularly and are used to our environment. We will not take an old cat frail that has not boarded with us before.

- Payment

Fees are payable in full on collection. Note we do not take credit or debit cards. Payment by cheque is payable on delivery. Please note: CHRISTMAS EVE, CHRISTMAS DAY, BOXING DAY, NEW YEARS EVE AND NEW YEARS DAY WE CHARGE DOUBLE ON THOSE DAYS.