

TERMS & CONDITIONS TOP CAT HOTEL

- **Booking**

A **£50 deposit** non- refundable is required at the time of booking by 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.

- **PRIVATE POLICY**

The rules on processing of personal data are set out in the General Data Protection Regulations (GDPR). We gather information voluntarily from you when you request information or make a booking and sign our Consent Form. This information is used only to provide you with information about our cattery boarding services. This includes Name, Address, Email, Contact Numbers, your pet's Veterinary Medical Details and Diet.

Your personal information is strictly confidential and will only be shared with the agreed Veterinary Practice in the event your pet requires veterinary assistance during its stay at Top Cat Hotel. Your personal information is kept safe and will only be kept as long as required to maintain a current database of customers. Furthermore, we are required under the terms of the Boarding Licensing Regulations to keep this information.

You have the right to request a copy of your information or to make changes at any time. Please contact Diana@topcathotel.co.uk We will not disclose your personal information to any other party other than in the event that we sell any or all of our business or where we are legally required to by law.

Occasionally we provide links to third parties on our website. Where we provide a link it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review their privacy policy before sending them any personal data. We may make changes to this policy at any time and updates will be available on our website www.topcathotel.co.uk