FOREST FARM CAT HOTEL

Terms & Conditions

These Terms & Conditions are intended to make our booking and boarding arrangements clear and straightforward. Please read them before making a booking. By making a booking with Forest Farm Cat Hotel, you agree to the Terms & Conditions that apply to your cat s stay.

1. Bookings

All bookings are subject to availability and are only confirmed once the required booking arrangements have been completed.

Please ensure that all information provided about your cat is complete and accurate, including information relating to health, medication, diet, behaviour and individual care requirements. If anything relevant changes between making the booking and your cat s arrival, please update the information provided to us.

2. Boarding Charges

Our current boarding rates are shown on the Prices page of our website.

The total number of days charged includes both the day of arrival and the day of departure.

A minimum charge of 3 days applies to all bookings. During June, July, August and the Christmas period, a minimum charge of 5 days applies.

Christmas Day, Boxing Day and New Year s Day are charged at double the normal daily rate.

All published prices include VAT.

3. Deposit & Balance

A deposit is required to secure a booking. The remaining balance must be paid before collection of your cat/s. Payment details and instructions will be provided separately.

4. Cancellation

21 days or more before the start of the booking: Your deposit will be refunded in full.

Less than 21 days before the start of the booking: Your deposit is non-refundable.

Within 72 hours of the start of the booking: The full cost of the booking is due.

5. Vaccinations

Evidence of your cat s current vaccinations must be provided before arrival.

Your cat must have current vaccinations covering feline infectious enteritis (feline panleukopenia/parvovirus) and feline respiratory viruses, including feline herpesvirus and feline calicivirus, commonly referred to as cat flu .

We also recommend bringing your cat s vaccination record with you on the day of arrival.

6. Flea & Worming Treatment

We will ask for details of your cat s most recent flea and worming treatments.

If your cat is not routinely treated for fleas, please apply an appropriate flea treatment approximately one week before arrival, rather than on the day your cat comes into the cattery. This applies to indoor cats as well as cats that go outside.

If flea or worming treatment becomes due while your cat is staying with us, please bring the treatment, clearly labelled, and we will administer it on the due date.

7. Health & Medication

It is the owner s responsibility to tell us about any existing medical condition, medication or other health requirement before boarding.

Medication must be supplied clearly labelled with accurate instructions for administration. There is no additional charge for administering medication.

If we have concerns about your cat s health or welfare while they are staying with us, we may seek veterinary advice or treatment where reasonably necessary. Where appropriate, we will attempt to contact you or your nominated emergency contact.

8. Veterinary Treatment

Where reasonably possible, we will use the veterinary practice recorded on your cat s boarding information. In an emergency, or where using your usual veterinary practice is impractical, another registered veterinary practice may be used.

Owners are responsible for reasonable veterinary or other necessary costs arising from illness, injury or treatment during their cat s stay, except where liability rests with Forest Farm Cat Hotel under applicable law.

Specific permission relating to veterinary treatment is recorded on our Boarding Consent Form.

9. Cats Sharing Accommodation

Cats from the same household booked to share accommodation will normally remain together. However, we reserve the right to separate cats if we reasonably consider this necessary to protect their health, safety or welfare.

10. Food, Treats, Bedding, Toys & Litter

Your boarding rate includes food, treats, bedding, toys and enrichment, cat litter, warm spacious accommodation, a private secure outdoor run and individual care throughout your cat s stay. Everything is prepared ready for your cat s arrival.

If your cat requires a special or veterinary diet that we do not normally provide, the appropriate food should be supplied for the duration of the stay together with clear feeding instructions. Please ensure that any known food allergies, intolerances or dietary restrictions are recorded on your cat s boarding information.

11. Personal Belongings

You are welcome to bring familiar bedding, blankets, toys or other favourite items from home. There is no need to ask us beforehand.

Please ensure that any belongings left with your cat are easily identifiable. We will take reasonable care of belongings, but bedding, toys and other items can become soiled, damaged or worn during normal use while boarding.

12. Arrivals & Collections

Monday to Friday: 8:30am – 10:30am

Saturday: 8:30am – 9:30am or 3:00pm – 4:00pm

Sundays & Bank Holidays: No arrivals or collections.

These times are fixed and we are unable to make exceptions other than in a genuine emergency. Please plan your journey so that you arrive within the appropriate period.

13. Before Travelling

Please do not feed your cat before travelling to Forest Farm.

Travelling on a full stomach can increase the likelihood of sickness or accidents in the carrier, which can make the journey unnecessarily distressing for your cat. We will feed your cat as soon as they arrive and have settled in.

All cats must arrive in a secure and suitable carrier.

14. Information About Your Cat

Please ensure your cat s boarding information includes anything relevant to their health and medical history, medication, diet, flea and worming treatment, behaviour and temperament, normal routine, likes and dislikes, and individual care requirements.

The more we know about your cat, the better we can tailor their care and help them settle comfortably.

15. Changes to a Booking

If you need to change the dates of an existing booking, any alternative dates will be subject to availability. Cancellation terms may still apply where booked dates are cancelled or significantly changed.

16. Collection at the End of the Stay

Cats must be collected on the agreed departure date and during the applicable collection times.

If circumstances beyond your control mean that you cannot collect your cat as arranged, please notify us as soon as reasonably possible. Any additional days required will be charged at the applicable boarding rate and will be subject to accommodation availability.

17. Boarding Consent

Our Boarding Consent Form contains the specific permissions required for us to care for your cat during their stay, including veterinary treatment, medication, enrichment and permission to separate cats sharing accommodation where this is necessary for their welfare.

The Boarding Consent Form should be completed as required before boarding.

18. Our Priority

The health, safety, comfort and welfare of the cats in our care will always come first. Where an unforeseen situation arises during a stay, we will take reasonable steps to safeguard the welfare of your cat and the other cats staying at Forest Farm.

Before Your Cat s Stay

- Provided up-to-date vaccination evidence
- Completed the required boarding information
- Provided details of flea and worming treatment
- Supplied any medication or special dietary food required
- Read these Terms & Conditions
- Checked your arrival and collection times

Once that s done, simply bring your cat to Forest Farm at the agreed time and we ll take care of the rest.