



## Terms & Conditions

- General - Unless by prior arrangement, all arrivals and collections of cats must be made during cattery hours.
- It is the customer's responsibility to inform Dewdrop Inn of any ailments your cat has, i.e. scratches, cuts, hair loss or any particular traits your cat may have.
- Dewdrop Inn reserves the right to refuse admission to any cat showing signs of ill health.
- Dewdrop Inn would like to point out that for some cats coming into a cattery could be a stressful experience. This in turn can have an adverse effect on certain cats especially the elderly or cats that need special care.
- While all possible care and attention will be given, cats are boarded entirely at the owner's risk.
- If your cat becomes ill while you are away we will take your cat to our vet to seek veterinary care. The owner will be liable for the entire cost of treatment by a veterinary practitioner.
- We are happy to accommodate cats on medication. We can administer pills either orally or in food.
- Please make sure that your cat is covered by its flea and worming treatment while boarding in the cattery. If your cat shows signs of flea or worm infestation it will be treated with an appropriate product and the cost of the treatment, which will not be less than £14, will be added to your invoice.
- Male cats over the age of six months that have not been neutered will not be accommodated.
- Parking - Dewdrop Inn has parking for all customers promptly picking up & dropping off their Cats.
- Transportation - Owners are urged to transport their cat in an adequate secure basket or carrier between home & cattery.
- Arrivals - All cats must have a valid Vaccination certificate of immunisation against Feline Influenza & Feline Enteritis. Vaccinations & boosters must be completed at least seven days before arrival. Certificate must be shown to the proprietor on arrival.
- Departures - If you will not be collecting your cat yourself, please ensure that the person you send will be able to handle your cat safely.
- Dewdrop Inn reserve the right to re-home any cat not collected within fifteen days of their scheduled departure date, if after making reasonable efforts, we have not been able to agree a suitable arrangement with the owner and/or emergency contact.
- Insurance -Petplan Sanctuary Insurance covers Dewdrop Inn.
- Booking - Early booking is strongly advised particularly for holiday periods. Bookings should be made by telephone. Please note that the booking is taken as a firm booking and must be cancelled if no longer required.
- Fees - Prices include food, heating, bedding and litter. We accept payment by cash or cheque. We are not able to accept card payments.
- In common with most boarding catteries our fees are charged per day, including the day of arrival and day of departure.
- Payment in full will be made on cat's arrival and any extras will be paid on departure.
- Christmas bookings are required to be paid in full 4 weeks in advance.
- Please note - There is a minimum stay charge of £40, regardless if your cat stays for any less. For example, a two-night stay is charged as four days.
- Long-term bookings - Half the total bill must be paid when dropping off your cat at Dewdrop Inn.
- If insufficient notice of a cancellation is given the owner reserves the right to charge the full boarding fee.
- Cancellation & amendments - Changes notified to us more than 14 days before the arrival date will not incur a penalty.
- If the duration of the booking is reduced less than 14 days before the arrival then the full booking fee will not be reduced. There will be no reduction in fees for late arrivals or early departure.
- If a booking is cancelled within 7 days before the arrival then the full fee will remain due and must be paid.

Bank Holidays: CLOSED

Christmas Eve: 10:00 - 12:00

Christmas Day: CLOSED

Boxing Day: CLOSED

New Years Eve: 10:00 - 12:00

New Years Day: CLOSED