

TERMS AND CONDITIONS FOR BOARDING AT

Iris's Animal Farm Cattery
Hayes Gate Holdings, Chepstow, NP16 6LJ

1. We will need your cats Veterinary Vaccination certificate as proof of current vaccinations against feline parvovirus (feline infectious enteritis) (FIE)) and against feline respiratory viruses (feline herpesvirus and feline calicivirus) and other relevant feline diseases. This must be supplied for each animal before it enters the licensed area. We will hold the certificate onsite while your cats' boards with us. There are no exceptions to this requirement. Boarding will be refused if the vaccination details are not acceptable, and no liability will be accepted by Iris's Animal farm Cattery from the animal owner or his/her representative for loss of any money or for any other inconvenience due to refusal of boarding.

a. New vaccinations courses must be fully completed 14 days prior to boarding.

2. Animals may be refused boarding if in the opinion of the operator of Iris's Animal Farm Cattery the animal has an illness, infection or disease on arrival at the cattery which has not been detailed and confirmed as acceptable to the operator of Iris's Animal Farm Cattery before the start of the boarding period. No liability will be accepted by Iris's Animal Farm Cattery from the animal owner or his/her representative for loss of any money or for any other inconvenience due to refusal of boarding for the reasons stated.

3. Iris's Animal Farm Cattery reserves the right to seek the services of a vet on your behalf at any time deemed necessary during your pets stay. Once involved all further decisions regarding the health and welfare of any animal will be made by the veterinary surgeon. If the Vet deems that your cat requires euthanasia, we will contract yourselves or your emergency contact for consent – unless it is crucial for the welfare of the cat and then vet will make the final decision. Veterinary attention either during or after your pets' stay is at the owners' expense if it falls outside our insurance terms & conditions, a copy of which is available on request. Your pet(s) will not be insured for any pre-existing conditions, which must be disclosed on the day of arrival. We will not be held responsible for vet's fees incurred as a result of pre-existing conditions not disclosed.

a. In the case of any complaint or dispute the operator of iris's animal farm will attempt to reach agreement with the animal owner or his/her representative. Iris's Animal Farm Cattery will be diligent and take all necessary actions to care for and keep fit, healthy and contented the boarded animals. Only in the case of negligence on the part of the operators of or the employees of iris's animal farm will a claim be entertained. This statement does not affect your statutory rights.

b. Boarded cats will be kept in their designated holding areas throughout the term of the stay. Every effort will be made to keep the animals healthy and contented and all animals will be treated carefully and with love and affection to help make their stay as pleasant as possible. Any special needs as stated on the application form will be met by the operators to the best of their ability.

c. Medication will only be used with your consent or after a discussion with a vet.

4. All boarders must have had an effective flea & worm treatment at least 2 months prior to boarding. If either are found within the first few days of arrival, the relevant treatment will be

sought from the vet and the cost added to your kennel/cattery bill accordingly, including mileage (minimum £7 charge) to collect the treatment.

5. Iris's Animal Farm Cattery is an officially registered cattery and as such is compliant with all statutory and local authority regulations concerning licensed catteries.

a. All areas inside the licensed area are regularly cleaned, washed and disinfected to comply with statutory and local authority regulations which are displayed.

6. Whilst every possible attention is given to each pet boarded with us, it is boarded entirely at the owners' risk, as are pets from the same family sharing a kennel/cat pen. Should we feel the need to separate them in the interest of their own safety, a relevant charge for the extra accommodation, and any vet's fees arising as a result of injury due to the animals sharing, will be the responsibility of the owner.

7. All beds, bedding, toys etc are left entirely at the owners' risk. Iris's Animal Farm Cattery will not be held responsible for lost or damaged items. We also reserve the right to dispose of any items should they become unreasonably damaged or soiled.

8. Payment will be accepted by cash and bank transfer. We regret that we are unable to accept any credit or debit cards at the present time (though this will change shortly).

9. Any non-written provisional booking made must be confirmed in writing using the standard application form, a letter, a facsimile or an email. The notification must be received by iris's Animal Farm Cattery and accepted at least two weeks before boarding commences. If no written confirmation is received the unit(s) will be allocated to someone else. Iris's Animal Farm Cattery accepts no responsibility for non-confirmed bookings and no liability will be accepted by Iris's Animal Farm Cattery from the animal owner or his/her representative for loss of any money or for any other inconvenience due to a suitable written confirmation of a booking not being made.

10. Cancellations - which must be in writing - up to one week before boarding incur no charge. Cancellations between one week and 2 days before boarding incur a charge of 50% of boarding fee. Cancellations within the last two days before boarding incur a charge of 100% of boarding fee. These charges can be waived at the discretion of the proprietor of Iris's Animal Farm Cattery only.

11. In the event of an animal not being collected 14 days from the agreed collection date, we reserve the right to take any action deemed necessary regarding future ownership.

12. We may from time to time take photos of your cat/s and share them on our website and/or social media feeds. If you would not like your cats photograph to appear on these please let us know.

13. Signing the application form will confirm acceptance of the terms and conditions as stated on this sheet.