

Alley Cats
Home From Home
Cattery

TERMS AND CONDITIONS FOR BOARDING

MARCH 2026

ALLEY CATS CATTERY - TERMS AND CONDITIONS FOR BOARDING

1. A full course of vaccinations must have been completed at least two weeks before the first date of boarding. A copy must be provided on you ARRIVAL date to be kept on file by Alley Cats. Please note: We only accept vaccinations licenced for use in the UK.

2. I understand that all items left at the cattery are done so at my own risk.

3. Where cats are booked to share a pen, the owner needs to confirms they have lived together without incident for a reasonable period and consents to them sharing accommodation. The cattery reserves the right to separate cats if necessary for their safety or welfare, and additional charges may apply.

4. Any cat / cats / kittens not collected on the day of departure will be boarded for a further 24 hours before the local vets / animal welfare will be contacted by the licensee. At this point the animal will be put into their care, with any costs being the owner's responsibility. Unless otherwise being verbally agreed with the cattery licensee.

5. We are not cat groomers but will do our very best to try and maintain our grooming routine, if your cat will allow us / has one. We are not responsible for any costs associated with any grooming needs after a visit to our cattery.

6. Pictures will be sent privately to individual owners by WhatsApp, if requested first, we aim to report back by pictures at least ONCE a week. Due to our workload and cats needs it is not possible to do this Daily. Text messages will be answered within 24 hours.

7. NO CATS very recently rescued or of a feral nature will be accepted into the cattery, we don't feel this is fair.

8. Medicated cats, this needs to be discussed and agreed and have prior approval from the Cattery manager before booking.

9. OPEN HOURS: Monday - Friday 9:30 - 11am / 4 - 6pm. Saturday - Sunday 9:30 - 11am. Out-of-hours drop-offs or collections may incur a £20 charge unless agreed in advance at the time of booking.

10. ALL ADULT CATS MUST BE NEUTURED.

AUTHORISATION FOR VETERINARY TREATMENT

1. I agree that in the case of illness or suspected illness, our allocated veterinary surgery will be consulted and asked to carry out such treatment as he considers advisable.

2. All treatment will be paid for in full direct to the practice by the owner of the cat. (Alley Cats Cattery holds no responsibility for any veterinary costs).

3. Should any cat in the care of Alley Cats need to be isolated, This will be done at the recommended veterinary practice (Nantwich Pet Vets Hospital, Crewe Road CW5 5SF) on one of their sites. This will be at the cost / expense of the owner.

4. Alley Cats Cattery requires all cats to have been treated for internal and external parasites in accordance with veterinary advice before accepting them as boarders.

5. I agree to Alley Cats Cattery administering any parasite treatments/ prescribed treatments and any investigations that the vet considers necessary (e.g. blood tests, x-rays etc).

6. I also give consent for euthanasia should this be recommended on humane grounds by the vet caring for my cat, in consultation with my own vet/contact person.

7. Finally, Due to the unpredictable nature of some cats when placed into a cattery and while every care and precaution is taken by the management of Alley Cats Cattery, responsibility and all risk can only be accepted by the owner of all cats and goods left on the premises.

PAYMENT AND BOOKING TERMS AND CONDITIONS

1. A full day's board is charged for on the day of arrival and departure.
2. The minimum stay in the cattery is 3 days.
3. In the event of the owners returning earlier than originally booked the FULL PERIOD for which the unit is reserved will be charged.
4. All bookings are only secure if a 50% deposit is paid on booking, with the balance being due on collection. Stays of 7 days or less are to be paid in full at booking, cancellation policy is below. Outstanding balances must be paid in full before collection, either via the payment link sent by text or by bank transfer. No cats will be released until full payment has been received.
5. Fees can only be paid in CASH, PAYMENT LINK OR BANK TRANSFER.
6. Bookings cancelled with only 14 days notice, or less, or 'non arrival' will mean the total boarding fee will be due for payment.
7. Deposits / 7 day or less payments are non-refundable (UNLESS DEEMED EXCEPTIONAL CIRCUMSTANCES BY THE CATTERY MANAGER – DEATH OF CAT OR HUMAN FAMILY MEMBER). However, they can be transferred to another date, if enough notice is received to move / cancel the booking (15 days or over) and the date/s are available. Or gifted to another person, Please ask the cattery manager for more details.
8. Christmas Day, Boxing Day, New Year's Eve, New Year's Day, and Bank Holidays are charged at double rate.
9. Due to confirmation texts being sent out to our clients before each booking made, we ask in that message that the terms and conditions are read before sending a deposit. We must except that clients have read and agreed to all of the information on this form before committing to pay / book.

MEDIA NOTICE

Please raise any concerns with us directly first. While you're free to share your views, we reserve the right to respond to public comments where necessary. Any false or defamatory statements may be addressed in accordance with applicable law. By signing, you acknowledge and accept this notice.

Thank you for understanding the importance of our rules. They help ensure a smooth-running cattery and allow our staff more time to care for and interact with our cats.

Pets Name/s: .....

Owners Name: .....

Owners Contact: .....

Owners Signature: .....

Date: .....

☐ I give Alley Cats Cattery permission to contact me and keep my information on file.

☐ I give permission for Alley Cats Cattery to post photos of my pet/s on Social Media.

Thank you
Alison Hodgkinson
Alley Cats Manager

ALLEY CATS CATTERY
Hill Cottage • Whitchurch Road • Broomhall • Nantwich • Cheshire CW5 8BZ

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mobile: 07989 486888 email: alleycatcattery@gmail.com

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