

Comfort Cattery

Luxury Cattery / Cat Hotel

Tel: 020 89339279
www.comfortcattery.uk

Terms and Conditions

Health and Welfare

Your cat must be up-to-date with his vaccinations and boosters. We will need to see the vaccination certificate for FIE and FCV, we cannot board your cat without this. The booster must be given at least 2 weeks prior to boarding.

Your cat must be up to date with flea and worm prevention; if we find your cat has fleas, we will treat him with Frontline, at a charge to you of £10.

Your cat must be in good health before boarding; if you are in any doubt about your cat being fit to board, and particularly if your cat is elderly, please check with your vet before the boarding start date; however, in the event of any illness, we will take your cat to the vet, and any vets fees incurred will be passed onto you, the customer. If your own vet is local, we will endeavour to take your cat there if we can, otherwise we are registered with Goddards in Harrow Weald

We will make every effort to ensure your cat's good health, however please note that all cats are boarded at the sole risk of the owner.

If your cat is on tablets, please give us a call. Sorry, we do not administer injections.

Cancellation Policy

We would very much appreciate early notice of any cancellation or changes to the booking, particularly in busy seasons. We reserve the right to make a charge for cancellations less than 14 days before boarding, at our discretion. All deposits are non-refundable.

Deposits and Payments.

A Deposit of £20 is payable, and is due at the time of booking, to secure the booking. We accept cash, cheque or bank transfer. We will hold your booking for 7 days to receive your deposit.

Cheques should be made payable to Janet Sherreard, and sent to: 148 Carmelite Rd, Harrow Weald, Middx. HA3 5NF.

If you are e-mailing the booking form to us, you can pay the deposit by bank transfer, putting your surname as reference. The bank details are: sort code 11-03-60 account no. 00892262

The balance of payment is to be paid on collection, by cash or cheque.

Delayed Return

If you are unexpectedly delayed in collecting your cat for any reason, please let us know as soon as possible, or have your representative contact us, in order for us to extend the boarding arrangements if required and if available. If we have not heard from you within 10 days of the expected collection date, and all our efforts to contact you or your representative have failed, then we will automatically make alternative arrangements for your cat.