

Terms and Conditions

We ask clients to adhere to our opening times where possible. However, other times can be arranged strictly by appointment only by calling us on 0208 6886568.

1. Cancellation of a booking which is less than one week prior to the date of arrival will result in the full boarding fee being charged.
2. Deposits are non-returnable.
3. No cat can be accepted without a valid certificate of inoculation against Feline Panleukopenia (FIE), Feline Calici Virus (FCV) and Feline Viral Rhinotracheitis (FVR).
4. All cats must be neutered.
5. Whilst all possible care and attention will be given, cats are boarded entirely at the owner's risk.
6. The proprietor of the cattery has the owner's authority to the extent the proprietor considers necessary and at the entire cost of the Owner to seek treatment by a veterinary practitioner, including visits by such practitioner to the cattery, the administration of medicine, anaesthetic and surgery.
7. All boarding rates are charged on a daily basis inclusive of the date of arrival and departure, and payment of all charges will be paid prior to departure.
8. All cats will be transported to and from the cattery in a secure basket. Unless by prior arrangement, all deliveries and collections will be made during cattery hours.
9. If the cat(s) left in our care is/are not collected on the correct day and no further contact is made 28 days from the collection day, the proprietor reserves the right to re-home the cat(s).
10. Unlike many catteries we are happy to take elderly or diabetic cats and we take the greatest care. But we would point out that for some cats coming into a cattery can be a stressful experience. This in turn can have an adverse effect on certain cats especially the elderly, sick or diabetic.

Supporter of: Croydon Animal Samaritans (Registration No. 1067498). If you can give a home to a rescued cat, please visit <http://www.croydonanimalsamaritans.co.uk>