

Amberlodge Boarding Cattery  
39, Sherwood Avenue  
Greenford. UB6 0PG  
0208 422 8977 or 07748 902221



## BOOKING FORM

Please complete a booking form per cat. Please note that if we are boarding more than one of your cats, your signature at the bottom of this form gives us consent to board them together and share a unit, or separate them should it be necessary should they not be getting on together in one unit.

|                |  |
|----------------|--|
| Owners Name:   |  |
| Address:       |  |
| Phone Number:  |  |
| Email Address: |  |

|                                  |  |
|----------------------------------|--|
| Name Of Cat:                     |  |
| DOB:                             |  |
| M/F:                             |  |
| Neutered?                        |  |
| Description:                     |  |
| Microchip Number (If Applicable) |  |

|                         |  |
|-------------------------|--|
| Vaccination Last Given? |  |
|-------------------------|--|

(Please note that cats without up to date vaccinations will not be accepted. No Exceptions. You need to bring a copy of a current vaccination certificate with you).

|                            |  |
|----------------------------|--|
| Flea Treatment Product:    |  |
| How Often Given?           |  |
| Worming Treatment Product: |  |
| How Often Given?           |  |



|   |  |
|---|--|
| Medical & Behavioural History:                |  |
| Any Medication? (If yes, please give details) |  |
| Can Your Cat Use A Cat Flap?                  |  |

|  |  |
|--|--|
| Food Preferences (Which wet and/or dry food does your cat normally eat?):<br><br><i>Please be brand specific</i> |  |
|--|--|

|  |  |
|--|--|
| Vet Name And Address to be used in the event of an emergency: (This can be yours our ours and your signature below confirms your confirmation of this choice). |  |
| Pet Insurance Provider ( <i>If applicable</i> )  |  |

|   |  |
|---|--|
| Alternative Contact Name: Address, Telephone Number & Email Address:<br>(in case of emergency, e.g. – if you are abroad)<br><br><i>Please ensure you have this person's permission to give us this information.</i> |  |
|---|--|

| Dates Of Booking (dd/mm/yyyy)<br>(Please see opening times on our website) |              |                |                |            |
|--|--------------|----------------|----------------|------------|
| Arrival Date   | Arrival Time | Departure Date | Departure Time | No Of Days |
|  |              |                |                |            |

Please ensure you have read and understand our Terms & Conditions & Privacy & Data Protection Information.

|  |              |
|--|--------------|
| <b>To Be Completed Upon Arrival:</b> On leaving my cat, I the owner, hereby agree to the Terms & Conditions of boarding as set out by Amberlodge Boarding Cattery and understand how my data is collected, used and stored. I further confirm the choice of Vet made above and understand that cats from the same household will share the same units. |              |
| <b>Signed:</b>   | <b>Date:</b> |

|   |
|---|
| <b>To Be Completed Upon Departure:</b> On collection of my cat, I find him/her in apparent good health. |
|---|



|                |              |
|----------------|--------------|
| <b>Signed:</b> | <b>Date:</b> |
|----------------|--------------|

For the purpose of these T&C's, 'Amberlodge' shall mean 'Amberlodge Boarding Cattery'



## CANCELLATION POLICY

1. Cancellation of the full booking within 7 days of the commencement of the booking will result in the full boarding fees being due for payment.
2. Cancellation of the full booking within 7-28 days of the commencement of the booking will result in 50% of the full boarding fees being due for payment.
3. In the event of owners returning before the end of the boarding period booked, the full period booked will be charged. There are no discounts for early collections.

## BOARDING FEES

4. We charge a minimum of one week's boarding irrespective of the days actually booked (if less than a week). This increases to a minimum of two-weeks boarding for the months of July, August and over the Christmas season (if less than two weeks).
5. Boarding accounts must be settled on collection of your cat(s), minus the deposit paid in advance of boarding.
6. Payment can be made by cash, cheque or bank transfer.
7. Boarding fees are charged per day, including the day of arrival and departure, and all days must be paid for even if you are collecting your cat(s) earlier than the agreed booking (see item 3 above).
8. A deposit of £50 is required from new customers in high season which is all school holidays, and a nonrefundable deposit of £20 at all other times.
9. A surcharge of £10 will be made for each booking to cover the increasing costs of waste disposal. (per booking not per cat).
10. Only cats from the same household may share one accommodation.
11. Door to door collection/delivery service is available at a charge of £1 per mile (£5 minimum charge per journey).



12. Any additional costs incurred by us, such as flea treatments etc., are payable upon collection of your cat(s)

## ARRIVAL

13. A time will be agreed between us for drop off and collection of your cat(s) the day before arrival/collection. If you are delayed or need to change the drop off or collection time, please call us as soon as possible to rearrange.

14. As we are closed Sundays, the dropping off of your cat(s) on a Sunday will be by special arrangement and will incur a £20 surcharge.

15. Owners must produce an up-to-date vaccination certificate upon arrival at Amberlodge.

16. No cat suffering from, or suspected of suffering from, any infectious or contagious disease, will be accepted for boarding. Amberlodge reserves the right to refuse admission to any cat showing signs of ill health. Owners will appreciate that this is essential in order to safeguard the health and well-being of all cats boarding at Amberlodge.

## VETERINARY FEES

17. (a) - We are covered by PetPlan 5 Star insurance so any treatment considered advisable will be carried out under this insurance cover. However, any pre-existing health issues that your cat(s) has or have prior to entering Amberlodge, will not be covered under our policy. Any veterinary fees incurred whilst in the cattery that are not covered by our PetPlan insurance are to be paid by the client. You will be asked to sign to consent that whenever necessary you agree to your cat(s) being examined and treated by a veterinary surgeon of the catteries choice.

(b) – If, after a visit to the vet, the prognosis is that your cat is so unwell and in sufficient distress that euthanasia is recommended, we will of course make every effort to contact you and your emergency contacts (see 18 below) first, following which, if we are unable to reach anyone, we will have to make the difficult decision ourselves and act compassionately as we would with our own cats.

18. The emergency contact that you supply will, in the absence of us being able to contact you, authorise any veterinary treatment needed and will speak directly with the clinic in relation to payment and insurance policies where applicable.

19. Amberlodge reserve the right to charge an appropriate fee for veterinary visits with your cat.



## DEPARTURE

20. As previously mentioned in (13) above, a time will be agreed between us for drop off and collection of your cat(s) the day before arrival/collection. If you are delayed or need to change the drop off or collection time, please call us as soon as possible to rearrange.

21. As mentioned in (14) above, we are closed on Sundays, the collection of your cat(s) on a Sunday will be by special arrangement and will incur a £20 surcharge.

## VACCINATIONS

22. Your cat's vaccinations and one-year booster jabs must be up to date.

23. Your cat's up to date vaccination certificate or a photocopy will need to be presented prior to boarding, and the certificate will be held with Amberlodge during the entirety of your cat(s) stay with us. Please remember that your cat cannot be boarded without it, so ensure your vaccinations are boosted annually. This is in the interest of your cat's health and those who are staying at Amberlodge at the same time.

24. Where a full course of vaccinations is required, these must be completed at least 7 days before boarding.

25. The annual booster vaccination should be carried out at least 7 days before boarding.

## HEALTH

26. No cat suffering from, or suspected of suffering from, any infectious or contagious disease can be accepted for boarding. We reserve the right to refuse admission to any cat showing signs of ill health. Owners will appreciate that this is essential in order to safeguard the health of all cats boarding at Amberlodge.

27. Male cats over the age of six months which have not been neutered will not be accepted for boarding.

## FLEAS & WORMS

28. An effective flea management programme requires treatment by a vet-recommended formula every 4-6 weeks. If your cat is not on a regular flea treatment programme, please apply a veterinary recommended flea treatment just before your cat comes to holiday with us.

29. If your cat has not been wormed within the last three months prior to staying with us, please administer an appropriate worming treatment before boarding commences.

30. If we find that a cat boarding with us has arrived with fleas and/or worms, we will administer an appropriate treatment, after consultation with your vet, the cost of which will be added to your final invoice.



## MEDICATION

31. We will accommodate cats on medication and this can be discussed at the time of your booking. We can administer medication either orally or in food but regrettably, we do not take insulin dependent cats.

32. We will ask for your written authority to call a veterinary surgeon on your behalf should we consider it necessary.

33. As previously mentioned in (17) above, we are covered by PetPlan 5 Star insurance, but any veterinary fees not covered by our PetPlan insurance, for instance through pre-existing health conditions prior to boarding, will be at the owner's expense. Any outstanding veterinary fees must be paid prior to collection.

34. Whilst every care and precaution is taken during boarding, responsibility can only be accepted at the owner's risk.

## FAILURE TO COLLECT

35. If you fail to collect your cat(s) after 14 days of the due date of departure, you give Amberlodge the authority to re-home at our discretion, without further reference to you providing you have not made arrangements in writing for the period to be extended.