



## TERMS & CONDITIONS

### Opening Hours

#### **Monday-Saturday**

9am - 11.30am and 4pm to 6pm

#### **Sundays**

9am to 11.30am

#### **Bank Holidays**

Closed

### **Charges**

**Hotel Suites:** £31 per cat per day, plus £11 per day for each additional family cat sharing the same suite.

**Courtyard Rooms:** £21 per cat per day, plus £11 per day for each additional family cat sharing the room.

**Indoor Courtyard Rooms:** £19 per cat per day, plus £11 per day for each additional family cat sharing.

We make your cat's room available from early morning on drop-off day, to late afternoon on pick-up day.

**This means both days are charged for. However, there will be no charge on collection day if you collect your cat before 10am.**

### **Deposit & Payments**

**A 50% non-refundable booking fee is required with your returned booking form.** The balance can be paid by cash, bacs, card or cheque (made payable to "The Grove Cat Hotel") prior to departure. We do not give credit for early returns so you will be charged for the period booked, unless the room can be re-let.

### **Minimum Boarding Fees & Timescales**

Due to our rooms being so large, cleaning time and sanitizing costs are greater. Therefore, our minimum booking is for 2 days and charges are made per day.

### **Collection & Delivery**

Collection and delivery of cats shall be made during our normal opening hours, and your cat must be carried in a secure carrier to be left with us during their stay. We also recommend your cat's collar is removed during their stay with us, for safety. We reserve the right to rehome cats that have not been collected within 14 days of the stated departure date and after efforts have been made to contact the owners, with no response.

### **Checking In**

All your cat's details are logged onto our system, which keeps track of any special dietary needs etc that they may have, as well as checking and entering all their vaccination certificate data.

### **Health & Welfare**

Because the health and welfare of our guests is of paramount importance to us, we cannot accept any cat without proof of up to date inoculations. Cats must also be treated for parasites and worms on a regular basis. Full pre-existing & relevant medical history must be declared on the booking form.

**At The Grove, we give any required injections and medication to your cat at no extra cost.**

**We reserve the right to refuse to board any cat that is clearly unwell, or we consider could be dangerous to our staff.** In the unlikely event your cat becomes unwell during their stay, they will be treated by our/your vet. The cost of any medical treatments should be covered by our cattery insurance (up to the policy maximum of £2000) unless it is a pre-existing condition, or precluded from our insurance cover, which is available to be seen in our office. Please be aware that we take no responsibility for loss or damage to any bedding, carriers or toys that may be supplied by you, however caused. Whilst every care and attention is taken during boarding, responsibility for the cat's care can only be accepted at the owner's own risk and the Management will not be liable for illness, injury or the death of any cat whilst in our care.

Lynsey & Carl Randall, The Grove Cat Hotel, Burton Road, Whittington, Lichfield, Staffordshire WS13 8QN

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