



Conditions of Booking

- All cats must have been vaccinated against Feline Panleukopenia (FPV), Feline Herpesvirus (FHV) and Feline Calicivirus (FCV) no less than 14 days before the beginning of the boarding period unless an annual booster vaccination has been administered. Owners must provide the vaccination record upon arrival.
- Please ensure all worming and flea treatments are up-to-date before their stay.
- We recommend that your cats' collar is removed during their stay with us, although this is not obligatory.
- Please bring your cat in a secure carrier that can be left with us during your cats stay.
- All male cats over 7 months must be neutered to be accepted for boarding.
- Cats from the same household who share a room will be separated should the need arise.
- A provisional booking will be held for only 7 days.
- Boarding fees are payable by BACS, cash or cheque (made payable to: The Grove Cattery). If long-term boarding arrangements are made, then the account is to be settled monthly.
- There is a minimum charge of two days for any booking.
- Cancellation policy: Cancellations must be advised as soon as possible, prior to the expected stay. If a booking is cancelled within 14 days prior to the date of arrival full amount of the booking may be charged.
- In the event of the owner returning before the end of the period for which the cat is booked, the full period will be charged.
- The day of arrival is charged at the full daily rate, however we do not charge for the day of collection, if your cat is collected before 10am.
- All cats upon their arrival will automatically be covered by our specialist pet insurance for the duration of their stay and for a further 72 hours after leaving The Grove Cattery. However, this will not cover any pre-existing medical conditions and excludes: distemper, hepatitis, leptospirosis, parvovirus, feline infectious enteritis, feline leukaemia or feline respiratory disease (cat flu) unless previously appropriately vaccinated.