



BOOKING TERMS, OWNER ACKNOWLEDGEMENT & VETERINARY CONSENT

Important: this draft should be reviewed by the cattery's licensing authority, insurer and a UK solicitor before public use.

1. Booking and payment

A booking is provisional until West End Cattery confirms availability and any required deposit or payment is received. The booking is for the dates and cats named in the confirmation. Prices are calculated by the night at the published rate unless a different written rate is agreed.

2. Cancellation and refunds

Please give as much notice as possible. If cancellation is received more than 48 hours before the agreed arrival time, any refund will be calculated after deducting reasonable, evidenced costs or losses directly caused by the cancellation. If cancellation is received within 48 hours, payment may be retained up to the amount of the cattery's reasonable direct loss, including a unit that cannot reasonably be rebooked. Any greater balance will be refunded. If West End Cattery cancels and cannot provide the service, sums paid for the unprovided stay will be refunded. Nothing in this clause removes rights that cannot lawfully be excluded under consumer law.

3. Admission and vaccination

The owner must provide an up-to-date veterinary vaccination record. Cats must have current protection required by the cattery's licence and current statutory guidance, including feline panleukopenia / infectious enteritis and feline respiratory viruses (feline herpesvirus and feline calicivirus). Homeopathic vaccination is not accepted. A current veterinary titre certificate may only be accepted at the cattery's discretion where permitted. West End Cattery may refuse admission where evidence is missing, a cat appears unwell, or admission could endanger animal welfare.

4. Health disclosure

The owner must disclose all known medical conditions, medication, recent symptoms, parasite concerns, infectious disease exposure, behavioural risks and special-care needs. The owner must tell the cattery promptly if information changes before arrival.

5. Illness, isolation and veterinary care

If a cat becomes ill, injured or potentially infectious, West End Cattery may move the cat to its separate self-contained isolation facility, apply barrier-nursing procedures, contact the nominated vet or another suitable veterinary practice, transport the cat for treatment, and follow veterinary advice. Reasonable attempts will be made to contact the owner and emergency contact first, unless delay could compromise welfare.

6. Veterinary costs

The owner is responsible for reasonable veterinary, medication and transport costs arising from the cat's illness, injury, pre-existing condition or natural causes during the stay, except to the extent the cost or loss was caused by West End Cattery's negligence, breach of contract or breach of statutory duty. The owner authorises the spending limit shown on the care form; in a genuine welfare emergency, necessary treatment may exceed that limit where delay would be harmful and contact cannot be made.

7. Medication

Only medication supplied in its original labelled container with clear instructions will be considered. The cattery may refuse medication it cannot lawfully or safely administer. The owner accepts that an animal may resist treatment; any missed or incomplete dose will be recorded and the owner or vet contacted where appropriate.

8. Shared cats and belongings

Only cats from the same household may share a unit. The owner authorises separation where reasonably necessary for welfare, feeding, medication or safety. Belongings are left at the owner's risk except where loss or damage results from the cattery's failure to take reasonable care.

9. Uncollected cats

If a cat is not collected as agreed, the cattery will try to contact the owner and emergency contact. Additional boarding charges and reasonable costs may apply. The cattery will follow applicable welfare, licensing and legal procedures; ownership is not treated as abandoned without lawful steps.

10. Risk acknowledgement and limits

Animals can become ill, suffer stress, injure themselves or experience deterioration from underlying or naturally occurring conditions despite reasonable care. The owner acknowledges those inherent risks. West End Cattery does not accept liability for events genuinely outside its reasonable control where it has complied with its legal duties and exercised reasonable care. Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, breach of statutory duty, failure to provide services with reasonable care and skill, or any liability that cannot legally be excluded.

11. Data and records

Owner, emergency-contact, veterinary and cat-care information will be used to manage the booking, provide care, respond to emergencies, meet licensing and legal duties, handle payment and maintain required records. Information may be shared with veterinary professionals, emergency services, insurers or regulators where necessary and lawful.

12. Complaints and governing law

Please raise concerns with Lois Tucker promptly so they can be investigated. These terms are governed by the law of England and Wales. The consumer retains any mandatory right to use the courts or an applicable dispute process.



SIGNATURE & EMERGENCY VETERINARY AUTHORITY

To be completed by the cat's owner or authorised keeper.

Owner full name	
Cat name(s)	
Booking dates	
Emergency contact	
Usual vet	
Emergency spending limit	

I confirm that I have read, understood and accept the booking terms above; that the information supplied about my cat is accurate; and that West End Cattery may obtain necessary veterinary advice and treatment in accordance with these terms if I cannot be contacted.

Owner signature	
Print name	
Date	
Cattery representative	
Date	