



HOCUS POCUS Cat Hotel

Terms & Conditions

Please read our terms and conditions carefully before booking with us. By paying the non-refundable deposit you are agreeing to these terms and conditions.

Opening Hours

As we live in a residential area, visits are strictly by appointment only including check-in and departure. Please park your car on the driveway if possible. On arrival, ring the bell on the cattery gate or text/call me on 07922 665131 to let me know you have arrived.

Our preference is not to have check-in and departure after 6pm as evening meals and bedtime activities start. It can be very unsettling for the cats to have their routine disturbed at night however our aim is to provide a tailored service for each family.

Opening Times

Mon – Sat *strictly by appointment only*.
Sunday and Bank Holidays *closed to visitors*.

Viewings

We want you to be absolutely sure that Hocus Pocus Cat Hotel is the perfect choice for your cats and are pleased to offer viewings on Saturday mornings between 10am and 12pm, strictly by appointment only, please call to check availability and then a [viewing form](#) must be completed. Pets must stay at home on this visit.

Details of our accommodation can be found on our website: www.hocuspocuscathotel.com

Rates

Please see the website for current [tariff](#). Our rates include the room (bedding and toys), food, litter, insurance, heating and plenty of fuss. Double rates are charged on Boxing Day, Christmas Day and New Year's Day.

We can currently only accept payments by bank transfer.

Daily charges are inclusive of the day of arrival and day of departure. This applies even if you cut your stay short, so in the event of collection before the end of the period booked, no refund is payable. Please remember to arrange an appointment time for collection.

For very short stays we have a minimum charge per booking of 3 days. We are happy to accept stays shorter than 3 days, however, our minimum charge fee still applies. Full payment for short stays (5 days or less) is required in full upon booking.

A non-refundable, non-transferrable booking fee/deposit equivalent to three days stay is required within 48 hours in order to secure your room. Longer stays may be subject to a higher booking fee. By paying the booking fee/deposit you are agreeing to the terms and conditions outlined. If the booking fee/deposit has not been paid within 48 hours of the booking reservation, your request will be cancelled and the dates made available to others.

Full payment for your cat's stay must be made 14 days prior to your cat's arrival. Non-payment before arrival will result in us being unable to board your cat.

Cancellations

We require 14 days' notice of cancellation before the booking date of arrival. If less than 14 days' notice is given prior to your cat(s) arrival date then the full charge for the booking will be required. Failure to pay the full booking charge will result in no future bookings at Hocus Pocus Cat Hotel. Please ensure you have adequate Travel Insurance that will cover your boarding fees should your holiday have to be cancelled for any reason, including Covid. Refunds will not be given under any circumstances unless notice is given in writing 14 days prior to intended arrival date.

Health and Vaccinations

All vaccination cards must be up to date and this will need to be presented, a copy of which will be taken for our records.

Cats must be vaccinated against: **Cat Flu** (feline herpes virus and feline calicivirus), and **Feline Enteritis** (parvovirus, panleukopenia virus). It would also be advisable for your cat to be vaccinated against Feline Leukaemia (FeLV), although not essential for boarding purposes.

Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable. If you are unsure if the vaccine is valid, please send us a copy or discuss this with your vet in advance of the holiday and ensure any boosters are given at least 14 days before checking in.

Cats will be accepted into our care on the understanding that they are in good health and treated for **fleas and worms** at least 2 weeks prior to arrival. Supermarket brands are ineffective so please **consult your vet for an effective treatment**. Any animal showing signs of either fleas or worms on arrival will result in refusal of stay and full cost of stay will be required. If evidence of fleas or worms are found during your cat's stay, a charge of £15 will be applied and a vet will be consulted for treatment to be applied. You will be liable for any costs incurred.

You agree that in cases of illness, accident or parasite infestation, I will consult the duty vet at Ardmore Veterinary Group, Sudbury, unless your vet is deemed less travel time. You agree that the vet may administer any treatment deemed necessary or as prescribed. Should your cat pass away whilst in our care, the emergency contact will be advised and the body taken to your nominated vets for collection on your return. Please ask to see our Death or Escape Policy for further information. Except for accidents caused by me, you will be liable for the costs of the vet treatment on departure.

If your cat becomes unwell during their stay, I will first try to contact you or your emergency nominated contact person and keep you updated. Hocus Pocus Cat Hotel is not liable for any costs associated with the vet care of your cat and all fees are payable on departure. An emergency contact number MUST be provided.

We are happy to administer medication (not injections) for our guests, please let us know of any special needs at the time of booking. Unlike many other boarding facilities this is all-inclusive and there is no extra charge. We do reserve the right to take your cat to our vet if it becomes aggressive or unable to have the medication administered and any fees will be payable on collection. Any medication is given with the owner's consent and at the owners own risk and can only be administered via instructions of your vet. I will follow instructions provided to me but cannot be held responsible for complications that arise as a result.

Whilst every care is taken to ensure all cats boarding are healthy on arrival, I do not accept any responsibility for any virus contracted in the cattery or on the premises or during travelling.

Cats over 6 months of age which have not been neutered will not be accepted for boarding.

Diet

I provide a variety of both wet and dry food, however, you are welcome to bring your own cat's food if this is not one we provide or if your cat is on a prescription diet. Please provide enough to last the duration of your cat's stay.

Water is always available and refreshed twice daily. Food is served twice daily in non-porous ceramic dishes unless otherwise requested.

Grooming

Here at Hocus Pocus Cat Hotel, I am happy to groom your cat as this is great for bonding. A light groom is free of charge, however, for hygienic reasons we ask that you bring your own brush or combs from home. Please note that I will not groom a cat that is aggressive or unwilling to be groomed.

Insurance

All reasonable care is taken when you leave your cat with me. I do have public liability insurance for peace of mind and insurance to cover vet costs that are a result of an accident or new illness occurring whilst in my care. No pre-existing illnesses can be covered and I would advise that you purchase your own pet insurance.

The owner understands that all cats are only accepted at the owner's risk and upon acceptance of the terms herein.

Transportation

Cats must be transported at all times in a suitably secure cat carrier. You agree that in the event of an emergency your cat may be transported in the licence holder's car to the vets or to a safe place.

Collars

For safety reasons please remove all cat collars during their stay.

Multiple cats

If you have more than one cat in a room, you agree it is acceptable for your cats to share. I reserve the right to separate them if any signs of aggression are seen. You will be responsible for the extra cost on check out if this occurs. If you are aware your cats do not get along, it would be wiser to book separate rooms.

On arrival

All cats will be examined visually on arrival and are accepted into our care on the assumption that they are in good health and any existing health problems have been communicated. Microchip numbers will be recorded.

Changes to your return date

I carefully schedule my time to serve the cats in my care and yourselves as clients, therefore I am not able to refund if you make last minute changes to the length of your stay or early return. In the event you are delayed beyond your control, you must inform Hocus Pocus Cat Hotel immediately and I will try my very best to make alternative arrangements for the continued cover, however, during peak periods this may not be possible and you will be asked to arrange for your emergency contact to collect your cat on your behalf.

Failure to collect

In the unlikely event your cat is not collected within 7 days of the agreed departure date with no contact from the owner or a representative, the cat will be classed as abandoned and a decision to re-home the guest will be made at our discretion.

Personal Items

Carriers and transportation boxes should be left in the cattery for use in the unlikely event of an evacuation and also as a familiar hiding place for your cat, however, we cannot take responsibility for any loss or damage during this time.

Photographs

Photographs may be taken of your cat(s) during their stay and may be used to send you updates. They may also be used for advertising, social media or used on the website. Please advise if you are not in agreement to this.

Updates

Please do inform us of any changes to your contact numbers and your pets needs and emergency contact numbers prior to your stay. In turn, once in our care we are happy to update you on your cat via WhatsApp or Facebook Messenger. Please discuss this with me when you check in your cat.

Aggressive Animals

Cats that are frightened can be aggressive, however if you know that your cat is aggressive and will pose a risk to those caring for him/her, it may be better to arrange for care in your own home. Should you bring a cat and he/she should bite a person attending, you accept responsibility for all costs but not limited to medical care. We may use Pet Remedy to help cats who feel nervous on their first visit.

Data Protection & Privacy

All of your personal information will be kept confidential and not passed to any other agents which I use. In line with the GDPR I store your information as per my [Data Protection and Privacy Policy](#) and licence and can only share this with your consent unless required by law.

Please be aware that a copy of this form is required to be kept on file for licence purposes. Policies may be subject to change at the discretion of the licence holder.