

The client agrees to provide full and honest information to Meow Mews Cattery in relation to their cat's behaviour and overall health during the initial booking process. Behaviour which may negatively impact employees of Meow Mews Cattery or their premises should be disclosed at the time of booking, these include but are not limited to biting, scratching plus any destructive behaviour or phobias. In addition, it is a requirement for clients to share with us any known health conditions/concerns during the initial booking process.

Should your cat's behaviour or health change between the booking process and the date in which the service commences, it is the client's full responsibility to update Meow Mews Cattery with these changes.

Clients agree to an introductory meeting/discussion to allow a representative from Meow Mews Cattery to discuss all aspects of your cat's care whilst being cared for by Meow Mews Cattery. This meeting/discussion is provided free of charge.

Should clients shorten/reduce their booking for any reason after their initial booking has been made, they will be charged for the full duration of their original booking. No exceptions will be made.

Delivery and collection dates plus agreed times, must be adhered to. If you, the client is unavoidably delayed you must contact Meow Mews Cattery as soon as possible in order to discuss alternative arrangements.

The client agrees that if insufficient food or other supplies provided do not cover the full duration of their cat's stay at Meow Mews Cattery, the cost of purchasing additional supplies will be reimbursed in full to Meow Mews Cattery on their return.

The client must inform their veterinarian that Meow Mews Cattery will be caring for their cat(s) while they are away and if possible arrange for bank card details to be held, should any emergency treatment require payment in their absence. Please note, any veterinary fees that are incurred by your cat(s) and that have been paid for by Meow Mews Cattery, will be added to your final invoice and should be settled in full at the time you collect your cat(s).

As a company, Meow Mews Cattery have chosen not to put a restriction on the age of cats they accept, therefore, you (the client) accept that should your elderly cat take ill or die (this includes being euthanised on veterinary advice) whilst in the care of Meow Mews Cattery, you (the client) agrees and accepts that every possible care for the welfare of your cat was taken by Meow Mews Cattery and therefore you will not hold Meow Mews Cattery responsible for the final outcome. Any costs incurred in relation to this, be it veterinary fees or any others will be the responsibility of the client. These costs should be paid to the relevant party (at times, this may be Meow Mews Cattery) and settled in full the same day unless you, the client is on holiday - if this is the case, they should be settled immediately upon your return.

If an emergency arises, Meow Mews Cattery will make every effort to contact their client. Where time is of the essence, the client authorises Meow Mews Cattery to seek veterinary attention at the nearest veterinary practice and authorises the necessary treatment recommended by the veterinarian - this may include euthanasia should the veterinarian feel this is the necessary and required course of action to follow. The client agrees to reimburse Meow Mews Cattery in full, for all treatment costs carried out by the veterinarian.

In the event of any serious accident or illness occurring to any member of Meow Mews Cattery, the client accepts, where possible, alternative emergency cover will be arranged for their cat(s). Any alternative cover arranged will be discussed with the client, wherever possible. Meow Mews Cattery will make every effort to ensure the emergency boarding arrangements remain at the same location. Please be aware however if alternative emergency cover cannot be put in place, Meow Mews Cattery may have no alternative but to cancel the booking, without notice.

When a period of more than one month elapses between a booking confirmation and the commencement of your booking, the client must ensure that Meow Mews Cattery are informed of any changes to their cat's health, routine or care plan.

It is the client's responsibility to ensure their cats are kept up to date with vaccinations, worming and also treated regularly for fleas/ticks. Meow Mews Cattery reserves the right to decline to accept any cat that arrives at the premises of Meow Mews Cattery looking visibly ill.

Meow Mews Cattery use social media as a form of advertising their business, therefore you, (the client) confirm you have no objections to this, nor have you any objections to photographs of your cat(s) being taken and used for social media and advertising purposes.

The client authorises and agrees to any existing signed contracts being valid approval for all future bookings made thus allowing Meow Mews Cattery to accept all future bookings without additional signed contracts or terms and conditions. By signing this document, you (the client) is confirming you have read, fully understood and agree to the above Terms and Conditions.

Clients signature: ..... Date .....