

Admin Pack: Little Hay Cattery

Form 1: Current Information on Your Cat

Personal details:

**Full name of cat(s), and distinguishing features (if you have more than one cat):**

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.....

**Owner's name:** .....

**Home address:** .....

Contact details:

**Contact no. (business hrs):** ..... **(non-business hrs):** .....

**Mobile & landline no. (if different):** ...../.....

**Email address:** .....

**Emergency contact (name & no.):** ...../.....

**I have informed my emergency contact of my cat's requirements:** Yes/No

Health details:

**Name and telephone no. of cat's own vet:** .....

**The vet has been informed that my cat(s) are staying with you:** Yes/No

**Details of any current/recent medical issues:** .....

.....  
.....

**If relevant - please give the name, dosage, administration method and administration schedule for any medication:**

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.....  
.....

**Required for all cats - please give dates for the most recent preventative treatments given:**

Routine vaccinations	Flea treatment	Worm treatment

**Any other requirements or preferences:**

.....  
.....

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Form 2: Authorisation for Veterinary Treatment

**Owner's name:**

.....

**Owner's address:**

.....

**Name of cat(s):**

.....

I give my permission for worm/flea treatment to be given if necessary.

In the case of suspected illness, I consent for a veterinary surgeon to be contacted, my cat examined, and investigations performed if these are advised (e.g. blood tests, X-rays, scans).

I consent for little Hay Cattery to administer any treatments which the vet considers advisable.

I understand that the tests and treatment will be given at my own expense, and I agree to take financial responsibility.

I also give consent for euthanasia if this is recommended on humane grounds by the veterinary surgeon caring for my cat, in consultation with my own veterinary surgeon and/or named emergency contact. I have made any personal wishes regarding what to do with my cat's remains known to the cattery proprietor, in case the situation arises and I cannot be contacted.

**Signed:** .....

**Date:** .....

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### Form 3: Acceptance of Terms and Conditions

By making a booking or reservation at Little Hay Cattery, you are confirming that you understand and agree to our terms and conditions. Please see below for further details, and sign where requested.

#### **Payment of Fees**

Full payment is due when you collect your cat from Little Hay Cattery, and can be made by cash or cheque.

If you collect your cat before 10am, we will give you a discount equal to the price of the final day of your booking.

You will be billed for the total number of calendar days you have booked, minus the pre-10am discount if applicable. Bookings can be shortened until your cat arrives at Little Hay Cattery – once your cat is in our care, the agreed minimum duration of the booking cannot be changed.

Although you are welcome to collect your cat before the scheduled collection date, we cannot give discounts to reflect the unused portion of the stay. This is because we plan our occupancy and staffing levels in order to accommodate your cat for the full span of dates requested, and we still have to bear the associated costs even if you pick your cat up early. This does not affect the pre-10am discount.

If you use the Bill Calculator, please be aware that the Bill Calculator is intended to provide you with an estimate of the cost of your booking – the figure it produces is not a quote, or an offer of service.

#### **Cancellations & Booking Alterations**

if you need to change or cancel your booking please give us 14 days' notice. You can either email us at [info@littlehaycattery.co.uk](mailto:info@littlehaycattery.co.uk) or call us on 07812816992 / 01543 484 334. A cancellation fee of 30% of your total bill will be charged if you fail to give us notice within this time period. A cancellation invoice will be sent out and payment can be made by cash or cheque or alternatively you can call and request bank details.

#### **Vaccinations**

It is your responsibility to ensure that your cat is up-to-date with all of the standard vaccinations, and to provide evidence of this when you drop your cat off.

#### **Pre-existing Medical Conditions**

By bringing your cat to Little Hay Cattery, you are confirming that you believe your cat is medically fit to stay with us.

If your cat has any known health issues, it is your responsibility to: inform us of any symptoms or signs to watch out for; pass on to us any advice you have received from your vet; supply any medication or medically-required food and/or cat litter, along with clear and accurate instructions on how to administer it; ensure that your cat is not carrying any contagious diseases upon arrival at Little Hay Cattery; ensure that your emergency contact has the necessary information to instruct us in the case of a medical emergency.

**If Your Cat Requires Medical Attention While at Little Hay Cattery**

We will use our judgment to decide whether to “watch and wait” or take your cat to the vet. We will attempt to contact you and/or your emergency contact before making an appointment with the vet. It is your responsibility to ensure that somebody who can advocate for your cat is able to respond to us immediately, in case of medical emergencies. Where possible, we take cats to their own vets. There is a charge of £5 per appointment for each trip to a vet in the Sutton Coldfield/Lichfield area, to reflect our travel and staffing costs.

If we cannot contact you and we believe that your cat needs medical attention urgently, we will make an appointment with the vet and refer all decisions to him/her.

We are not financially responsible for any medical bills that arise during your cat’s stay at Little Hay Cattery.

**Open Hours**

Please be aware that nobody will be available to meet with you, or to check cats into or out of the cattery outside of our Open Hours (which are clearly displayed on our website, business card, and outdoor signage). Little Hay Cattery is a family-run business, and shares its site with several homes, other small businesses, and a working farm. Little Hay Cattery is closed to the public outside of opening hours, even if the gates are open and people are about. We thank you for your understanding and courtesy in this matter.

**Safety on Site**

You are welcome to accompany us to your cat’s pen when we go to settle him/her in. However, please be mindful of the fact that Little Hay Cattery is situated on a working farm.

While we take reasonable precautions to keep our visitors safe, you are responsible for following our instructions and avoiding obvious hazards. Please heed the signs asking you not to touch our animals. Never go off ahead of the staff member who is guiding you around the site, or ignore any instructions relating to health and safety.

Please do not touch or play with cats other than your own while you are at Little Hay Cattery. This helps to minimise the risk of cross-contamination, as well as avoiding potential bites and scratches.

If you bring your children to Little Hay Cattery, you must take full responsibility for ensuring that they stay close to your guide and follow health and safety instructions at all times.

**Your Information & Our Records**

It is your responsibility to ensure that all of the information you have given us is accurate and remains up-to-date throughout your association with Little Hay Cattery. We are not responsible for any issues resulting from your failure to keep us informed about issues with your cat’s health and general welfare, or changes to your contact details.

**Acceptance of Terms and Conditions**

I hereby confirm that I understand and agree to Little Hay Cattery’s terms and conditions.

Signed: .....

Print name: .....

Date:.....