



SIGNED CONTRACT (Cat Boarding)

Provanston has provided this Cat Boarding contract so that you may further understand what is required of you and your cat before booking boarding on our premises.

You will be asked to read and sign this contract prior to your cat's acceptance into our care program.

I, _____ (owner), hereby certify that my cat(s) _____ is/are in good health and has not been ill with any communicable condition within the last 30 days and agree to Provanston Ltd's cat hotel policies as enclosed in this document.

PRINT NAME: _____

SIGNED: _____

DATE: _____

Provanston Cat Hotel Policy:

Booking Policy

We appreciate that every cat owner needs to be confident that their pets will be well cared for in their absence and fully encourage prospective clients to visit our premises before making a booking. This provides an opportunity for the client to inspect the accommodation and familiarise themselves with our terms and conditions. It also gives us a chance to discuss any individual needs that may be requested.



Arrival

Please ensure that your cat is delivered and collected in a carrier fit for purpose. We request that your cat carrier is left with us for the duration in case of an emergency and we need to safely vacate your cat from the premises or should they require veterinary attention. All carriers will be labelled upon arrival and stored safely by your cats accommodation.

All cattery bookings are subject to availability. We ask that clients only make a booking if they know that the whole space is needed. Blocking off dates that you may not need is discouraged.

Tariffs:

Please see our website for current tariffs.

Charges are calculated daily, starting with the day of arrival and including the day of departure. Fees include food from our stock menu (non-prescription diets), heating, veterinary insurance and VAT at standard rate.

You also have our assurance that your cat will receive plenty of care, love, and attention throughout their stay.

Please note that a deposit of £5.00 per day per cat is required before bookings can be confirmed.

Surcharges

There is a surcharge of £20 per Pen/Room for the following days: Christmas Day (25th Dec) & New Years Day (1 Jan)

There is a surcharge of £10 per Pen/Room for the following days: Boxing Day (26 Dec) & New Year Holiday (2 Jan)

Minimum Stay Periods

Our minimum stay / charge throughout the year is 3 days.

The minimum stay over Christmas period is 5 days and the boarding dates must include December 23 – 28.

The minimum stay over the Easter period is 5 days.

Priory may be given to booking requests of 14 days or more for the first two weeks in July.

Payment Requirements

Deposits are required to be paid prior to the booking being made. In order to confirm a booking, a deposit of £5.00 per day per cat is required within 5 days of making a



booking. If this is not received, the booking may be cancelled. The deposit is non-refundable and non-transferable.

Full payment is required 30 days prior to the date of arrival or your booking may be cancelled.

For bookings made – or bookings to be confirmed – less than 30 days prior to arrival, payment in full will be required.

An invoice will be emailed or WhatsApped to you.

We accept:

Cash

Direct Bank Transfer (internet banking)

Please note: We do not accept cheques for payment.

Cancellation Policy

Cancellations 15 to 30 days prior to arrival will receive a refund, minus your deposit.

Cancellations made on or within 14 days prior to arrival will be charged 50% of the total outstanding amount.

Cancellations made on or within 7 days prior to arrival will be charged 100% of the total outstanding amount, unless we can fill your space.

If you make a change to a booking on or within 14 days prior to arrival and the number of days is less than originally booked or the cash amount is less than originally booked, we reserve the right to charge the full outstanding amount.

In the event of a cat being removed before the end of the period booked, we reserve the right to charge for the full period booked.

Opening Hours

From 1 March 2025, our opening hours are changing for all cat arrivals and departures.:

Monday 11:00-19:00*

Tuesday 11:00-19:00*

Wednesday 11:00-19:00*

Thursday 11:00-19:00*

Friday 11:00-15:00*

Saturday 11:00-15:00*



Saturday 11:00-15:00*

*Closed midweek lunch 14.50 to 16.00

*Please arrange your arrival and departure times prior to arriving on site to ensure a staff member is available and not busy with duties or other clients.

Public Holidays

Please note that on the following public holidays, we are closed for arrivals and departures.

January – 1st & 2nd

December – 24th, 25th, 26th & 31st

Closed to the Public – our annual holiday

Arrival & Departure Times

At time of booking, we will request that you provide us with arrival and departure times. We would appreciate it if you could inform us in advance if these arrangements need to be changed. Departing cats must have the cat room vacated by 3pm on the day of departure if we have another booking coming in that day. An out-of-hours charge of £40.00 may be payable (see terms below).

Early Check-in / Late Check-out

If you would like to drop off or pick up your pet outside our normal working hours listed above, we are often able to provide an out-of-hours service by arrangement. There is a £40 charge for this, and it must be booked in advance. Please discuss with us if you wish to use this service.

Visitors

We respectfully request that all clients/visitors to Provanston refrain from stroking or petting any of the resident animals. This request is in place to protect our residents from potential external infection and to protect our visitors from injury.

Prospective new clients – visiting strictly by appointment only and no more than two adult visitors, please.

Vaccination Requirements

All cats accepted into Provanston must show a valid up-to-date vaccination certificate against Feline Influenza and Feline Enteritis at each visit. We also recommend that cats are vaccinated against Feline Leukaemia Virus. Primary



vaccination must not have been administered **any less than ten days prior** to boarding in order to protect our other residents from possible infection. There will be no exceptions to this rule. Please note that only vaccinated kittens can be accepted.

Fleas & Worms

Fleas

We request that all cats that come to Provanston are treated against flea infestation **BEFORE** arrival with an appropriate Veterinary recommended application. Fleas spread rapidly among a cat population and can be easily detected by combing the cat and by small black deposits on their bedding. All cats will be inspected on arrival. The management reserve the right to apply flea treatment to any resident cat found to have flea infestation on arrival or if the flea treatments are not up to date. The cost of treatment will be charged to the owner. Please note that flea collars are not considered adequate protection. Flea Treatment (Advantage charge £15 per dose)

Worms

We request that all cats that come to Provanston are treated against worm infestation **BEFORE** arrival with **an appropriate Veterinary-provided application**. The management reserves the right to apply worm treatment to any resident cat found to have a worm infestation during their stay or if the worming treatments are not up to date. The cost of treatment will be charged to the owner. Worming Treatment will be provided by Jackson Vets of Balfron and charged at cost plus a £10 administration fee. This additional charge must be paid prior to cat collection.

Neutered Cats

All cats (male or female) over the age of 7 months who are not neutered cannot be accepted for boarding, as they could present an infection hazard and/or disruption to other resident cats. Please speak with a member of the booking team if you have any questions on this matter. Office number 01875 341090.

Food

Unless specified by the owner, meals are served from 08:00 and 16:00. Food will be left available for cats at all times unless the owner requests otherwise. Please discuss any particular requirements at the time of booking. We provide a limited variety of dry and wet cat foods. Please check with us before boarding that we have the foods preferred by your cat. We do not offer any discount for clients that bring their own supply of foods and will not order in requests.

We regret that we are unable to provide any special prescription diets, and these will have to be provided by the owner. We prefer all cats to remain on their usual diet during their stay to reduce stress or digestive upset. Fresh water is available to all cats at all times.



Medication

We are happy to administer any medication, including injections, which have been prescribed by a vet, provided full and clear instructions are left by the owner.

Illness/Vet

No cat suffering from, or suspected to be suffering from, an infectious or contagious disease will be accepted. All cats will be inspected on arrival, but we reserve the right to refuse admission to any cat showing any signs of ill health pending advice from our veterinary surgeon. This is essential in order to protect and safeguard the health of other resident cats.

Veterinary services will be arranged should this be necessary during your cat's stay. If any client prefers their cat to be seen by their usual vet, please discuss this with us prior to arrival. Veterinary fees are due to be paid by the client. There will be a charge of £25 per Vet visit.

Insurance

Provanston is fully insured, including Pet Boarding insurance, vets fees, and public liability. Full details of cover are available on request.

Disclaimer

Whilst every care and precaution is taken to safeguard the health and well-being of all cats, they are boarded entirely at the owner's own risk. If any animal is not collected within 14 days of the stated departure date and no communication is received either from the owner or their agent, we reserve the right to re-home the animal. Any outstanding boarding fees will be pursued in full.