

PETFIRST FERRYMEAD CATTERY TERMS AND CONDITIONS



The following terms and conditions apply to all stays at our Petfirst Veterinary Ferrymead cattery. These terms are subject to change, our general terms and conditions and Privacy Policy also apply – find these on our website.

1. Our cattery stay fees are available on request. Please note that additional fees may apply for feline friends requiring extra medical care.
2. Proof of vaccination is required for feline enteritis and cat flu. If due within one month of check-in, a booster vaccination is necessary before arrival or can be coordinate with us ahead of their stay.
3. All feline friends must be up to date with flea and worm treatments. If treatment is required upon arrival, we will administer and invoice Pet Parent.
4. Full payment is required on collection of your pet at the end of their stay.
5. Please inform our team of any medical conditions, special requirements, or individual temperaments before their stay to ensure we are correctly prepared.
6. Provide a contact number for yourself or a responsible person during their stay in case of emergencies. If we cannot reach you, we will provide appropriate veterinary care as needed and invoice the cost of this care for payment upon collection.
7. Due to high demand, full booking fees apply even if you collect your pet earlier than planned.
8. If your cat requires referral to external veterinary care, we will contact you for guidance. If you prefer another vet practice, you must arrange transport.
9. We reserve the right to refuse admission to cats showing signs of illness.
10. The cattery is closed for admissions and discharges on public holidays.
11. We provide Royal Canin premium nutrition. Pet Parents must supply food if their cat requires a specific diet.
12. Christmas/New Year Bookings: A non-refundable deposit may be required to secure your booking. Remaining balance will be due at collection of your pet at the end of their stay.
13. In the unlikely situation that a pet remains unclaimed, and we are unable to contact you or your listed emergency contact after 10 days from the agreed pickup date we have the right to rehome or place them in alternative care. Please note that any outstanding invoices remain payable.
14. While we provide the highest level of care, Petfirst Ferrymead is not liable for unexpected illness, injury, or loss.

Questions or concerns? Please talk to our team.

