



The Fovant Cattery.co.uk
"Designed for cats and their discerning owners"



Booking Confirmation

I accept the terms and conditions stated on the website and wish to board my cat at The Fovant Cattery. For new customers only, a deposit of £50 (or the full booking amount if less) is required to book space in the cattery. Once received, The Fovant Cattery will confirm your bookings.

Initial Booking:

From _____ Time _____ To _____ Time _____

Owner's Surname _____ Forename _____ Title _____

Owner's Address _____

Postcode _____

E-mail _____ How did you hear about us? _____

Telephone: Home _____ Work _____ Mobile _____

Emergency contact during cat's stay.
Name: _____ Relationship to owner _____ Tel No. _____

Name of cat(s) _____ Spayed/Neutered? _____

Breed(s) _____ Colour(s) _____ Cat flap user/s? _____

Age(s) _____ Sex(s) _____ Microchip No: _____

Vaccination Dates: _____ Feline Infectious Enteritis _____ Cat Flu _____

Veterinary Surgeon usually used: _____

Usual Food & Quantity _____ Feeding times _____

Medication required during stay _____

Name _____ Signature _____ Date _____

The Orchard, Church Lane, Fovant, Nr Salisbury, SP3 5LA

Tel 01722 714232

Terms and Conditions of Boarding

In order to maintain our high standards, some conditions apply all bookings at The Fovant Cattery. They have been deliberately kept to a minimum. However, they are important, as not only do they form a central part of our contract with you, they also protect all of the cats that stay with us.

- All cats must be accompanied with a valid vaccination certificate current for Feline Infectious Enteritis and upper respiratory infections.
- Boosters must have been administered more than 14 days prior to arrival.
- Your cat must be treated against fleas and worms before staying at The Fovant Cattery. Not all flea treatments are effective, please ask your vet for advice. The cost of any flea or worm treatment necessary during a cat's stay (including flea treatment for the chalet and surrounding areas) will be charged to the customer.
- We cannot accept male cats over the age of 7 months that have not been neutered.
- A £50 non refundable deposit (or the full boarding amount if less) is required with all new customer bookings. This is not required for existing customers.
- Cancellations within two weeks of a booking will incur the full booking charge. (You may be able to reclaim this from holiday insurance).
- Christmas, New Year, Easter and August are subject to a minimum stay of 5 days.
- We charge by the day which allows for arrival or collection at any time, during our opening hours. All fees are to be settled on collection.
- Cats from the same household will be boarded in the same run unless we are advised in writing that they must be boarded separately.
- The cost of late collections will be passed on to the customer. Customers collecting early will be charged for booked days that are not used as it is not possible to re-sell the runs at short notice.
- All cats are insured whilst resident (up to ceiling of £2,000). However, we cannot accept cats showing signs of ill health on arrival, unless the details have been previously disclosed and agreed. We reserve the right to call out a veterinary surgeon should your pet become ill during their stay. The costs for this will be covered by our own insurance up to a maximum of £2,000. Costs that exceed this amount will not be covered by The Fovant Cattery. Medical conditions that existed prior to arrival are not covered by our insurance. The cost of transporting your cat to the vet is not covered by our insurance and will be charged at our standard rate (This typically costs £30 per visit, using Avon Lodge Vets in Wilton (£0.50 per mile and £12.00 per hour or part)).

Opening Times for Delivery and Collection of cats

By appointment and during these hours only Monday to Saturday - 09:30 - 11:30 and 16:00 - 18:00
Sundays 17:00 - 18:00 only

Pricing

Our pricing is straightforward - One price covers everything. The following charges apply for every calendar day that your cat is with us:

One cat	£13.80	Care to International Cat Care standard	Included in price
Two cats	£22.50	Accommodation, heating, grooming	Included in price
Three cats	£28.80	Giving prescribed medication	Included in price
Four cats	£33.60	Owner designated food (other than veterinary, freshly cooked or raw diets)	Included in price
		Insurance up to £2,000 per cat	Included in price

Collection and Delivery

This additional service can be arranged at a charge of 50p per mile and £12.00 per hour.

“If you have any questions regarding your pet's stay with us, please give us a call”

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www.thefovantcattery.co.uk

Privacy Statement - The Fovant Cattery

1. All of our staff are aware that we hold customer's data and that we will not use it to mail or e-mail a customer unless specifically asked to contact them e.g to make a booking or answer a query..
2. We hold customer data in paper form and on our Pet Admin system. Neither of these are available on i-cloud and the electronic data is held on two PCs that are networked to one another via an encrypted line. Each of the PCs can only be accessed once a password is entered.
3. Our data is collected from the booking form that is completed by the customer when they first book with us. Each time that they check their cat into the cattery, we check their contact information face to face to see whether there have been any changes and then update our database accordingly. Booking forms may be filled in on our premises or on a stand alone form via our website, which is encrypted, No details are held on the website itself and no access to the personal data we hold can be made via any website.
4. The personal data we hold is restricted to name, address and contact details. These are physical address, e-mail address and landline and mobile contact numbers. We also keep notes on how you would like your pets to be looked after while they are boarded with us.
5. We only e-mail or telephone existing customers who are making a booking - thus the interaction is initiated by that customer in each instance.
6. Two or three times a year we mail all of our customers who have expressly agreed that they wish to receive notice of our closing dates each year. This mailing may also contain other news from the cattery. Permission to send this mailing is included as a positive tick box on our contracts with our customers. Only those who have ticked the box and signed a contract within the last 3 years will be mailed. Each time we mail a customer in this way, they will be given the option to decline any further mailings from us by pressing the unsubscribe button.
7. Personal data is held only to expedite customer bookings for their pets and for no other purpose. Data is not shared with any organisation. The only interaction where some personal data may be exchanged is where we telephone or e-mail the customers vet to check on vaccination details for their pets or to discuss the veterinary problems of a cat in our care. This exchange is limited to confirming the customer's name and address in order to ensure that we are discussing the right animal. Pet details will also be shared during these exchanges.
8. Our customers have the right to request access to the personal data that we hold on them. In most cases this will be provided free of charge provided requests are no more than annual.