

Little Dene Boarding Cattery

Little Dene, Lenham Heath Road, Maidstone ME17 2BS

Tel 01622 858510

Mob 07572 041572

Email info@little-dene.co.uk

Web www.little-dene.co.uk

If you have any questions regarding your cat's stay please do not hesitate to ask

Terms and Conditions

By boarding my cat(s) with Little Dene Boarding Cattery I agree to comply with these terms and conditions.

I understand that while every care will be given to my pet(s) they are boarded at my own risk.

I authorise Little Dene to call a veterinary surgeon on my behalf should they consider it necessary and I agree to reimburse any veterinary charges incurred.

If a pet requires a veterinarian prescribed diet this must be supplied by the owner, enough to cover the pet's stay.

If a pet requires medication, then enough to cover the prescribed course or length of stay must be provided at time of delivery. Medication will be given at the owner's risk.

All cats must be up to date with their inoculations against 'Cat Flu' and Feline Infectious Enteritis. Cats will need to have up to date Flea and Worm treatment. We will need confirmation of this and we require to see the cat's inoculation record.

In the event of the death of a pet the pet will be taken to the owner's veterinary surgeon for cremation. If the owner wishes to make an alternative arrangement, they or their nominated contact must collect the pet within 24hrs of being notified.

Little Dene reserve the right to rehome the pet(s) if they are not collected within 7 days of the stated departure date if no communication from the owner or their representative is received and all reasonable efforts to contact them have failed.

Up to four cats from the same family can share one of our family pens. Multiple cat families that require cats to board in single accommodation will be charged the single cat rate for those cats.

When 2,3 or 4 cats share a family pen the owner gives authority for Little Dene to separate the cats if this will benefit their wellbeing during their stay.

All bookings are charged by the day at the prevailing rate, this includes day of delivery and day of collection. Early collection is permitted but the full boarding period will be charged

A deposit will be required to secure the booking. Deposits will not be refunded but may be deferred to a future booking at Little Dene's discretion.

All outstanding charges related to the booking must be paid in full at time of collection.

Deliveries and collections are within the stated opening times only unless agreed in advance.

If the owner is only able to collect after the stated collection date additional day(s) boarding will be payable

Owners are welcome to bring their own bedding, pet toys and other favourite items for their pet's stay. While every care will be taken Little Dene cannot accept any responsibility for their loss or damage.

Little Dene Boarding Cattery are obliged to collect, and store personal data as submitted on the booking form. This will be stored electronically and in paper form and will only be used as outlined in our Data Protection Notice.

Little Dene reserve the right to amend their boarding fees without prior notice. We will always honour future bookings made before such an amendment.

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Data Protection Notice and Permission to hold contact details for all clients of Little Dene Boarding Cattery

To comply with the current legislation on data protection we must tell you what personal data we hold about you, why we hold it and have your permission to retain it. We store data about clients to ensure we can contact them by mail, telephone or email:

- o in an emergency
- o about booking reminders

Any data we hold will not be provided to any other person or business except as required by law.

- You may request to see all the personal data we hold on you (all such requests will be responded to within 30 days)
- We only keep your data for the reasons outlined above
- We destroy your data if we have had no contact with you for 2 years
- For the smooth and efficient running of Little Dene Boarding Cattery we need to keep a record of
 - o Your name
 - o Your Address
 - o Your landline and mobile telephone numbers
 - o Your email address
 - o Contact details of another responsible person in case of emergency
 - o Details of your pet/s
 - o The name and telephone number of your veterinary surgeon

For us to be able to hold these records we need your permission so that we, Little Dene Boarding Cattery, may contact you, your veterinary surgeon or your named emergency contact as necessary.

Your signing of our booking form is taken as your consent.