



The Bluecat - Client Booking Form

The Bluecat, Jacques Lane, Clophill, Bedfordshire MK45 4BS Tel: 01525 861416

PLEASE READ THE TERMS AND CONDITIONS PAGES FIRST

Owner's Particulars

Name:	
Address:	
Contact Number:	
Email Address:	
Name and Address of Your Veterinary Surgery:	
Vet Phone Number:	
Emergency Contact Name and Number:	
How did you hear about us?	

Cat's Holiday Booking

Name(s):		
Arrival:	Date:	Time:
Departure:	Date:	Time:
Total Number of Days (including arrival and departure dates):		
<p>A deposit of 25% is required to secure your booking</p> <p>Please also note – you must book appointment times for dropping off and collecting your cat(s). This is to prevent overlap with other clients to give you the time to settle your cat in and to collect any belongings, etc.</p>		

Cat's Particulars

Age:	
Male/Female:	
Breed/Colour:	
Neutered Y/N? N.B., We do not take male cats over 6months that have not been neutered	
Date of vaccinations: You will need to bring the vaccination card with you when dropping off your cat	
Date of last flea treatment: You must ensure your cat is adequately protected from fleas for the duration of their stay. Evidence of fleas will result in veterinary treatment and costs	
Date of last worm treatment: Please ensure your cat is up to date with any worming treatment. Evidence of worms will result in veterinary treatment and costs	

Medical/behavioural history of note:		
Any medical problems/ conditions/ medication/ allergies:		
If you are boarding more than one cat, would you like them to share a chalet Y/N?		
Can your cat use a cat flap Y/N?		
Dietary Requirements: Please specify the brand(s) of food you feed your cat	Dry - Brand and Quantity/Frequency	Wet - Brand and Quantity/Frequency
Microchip number: Please state if not chipped		
Is your cat insured? Y/N		
Insurance company name:		

Have you or any of your family members been diagnosed with or had symptoms or exposure to COVID-19? Yes If yes, when? No

Are you or any of your family members considered vulnerable or 'at risk' regarding Covid-19? Yes No

Please note, if you have answered yes to either of the above questions, we may need to call you to discuss further.

Would you like updates (NB. photos can take up to 5 days during peak times)?

Facebook WhatsApp Text Messages

What to Do Next

- Read the terms and conditions on the next pages and sign at the bottom
- Return the completed booking form as soon as possible, either by post, email or in person
- We require a deposit for each booking of 25%, with a minimum deposit of £15
- Our payment preference is by bank transfer
- Please do let us know if you are paying via bank transfer so we can check our account
- Once we have received your form and deposit, we will email you to confirm your booking

TERMS & CONDITIONS - PLEASE READ CAREFULLY

Opening Times

- We are open every day between 09:00 – 12:00 and 14:00 to 18:00, except Wednesdays and Sundays when we are open from 9:00 – 12:00
- **Out of hours drop-off and collection can be arranged and are by prior arrangement only**
- Viewings are available Monday to Saturday – please call to arrange a mutually convenient time or pop in during opening hours
- **COVID-19**
 - All drop offs and collections will be by **appointment only** and will be arranged at the time of booking. Please ensure you are on time to enable us to take the necessary safety precautions to help protect you and other clients
 - To minimise contact whilst dropping off or collecting your cat(s), you will be emailed a booking form to complete. You must return this by email prior to the start date of your booking (see Booking and Payment below)

Deposit, Pricing Structure and Cancellations

- Charges are by the day so the day of arrival, day of departure and all days booked are charged for, regardless of arrival/departure time
- A 25% (minimum £15) **non-refundable** and **non-transferable** deposit will be charged to secure your booking unless the arrival date is within the next 14 days, in which case full payment is required immediately
- **Our prices are £15.00 per day for one cat and £24 per day for two cats sharing a single chalet.** Please call us to discuss further multiple cat discounts and long-stay discounts
- 25th, 26th December and 1st January are charged at double rate
- The minimum stay charge is 3 days
- We do offer a local collection/delivery service so please contact us for rates
- Please note **WE MUST HAVE A MINIMUM OF 14 DAY'S NOTICE IF YOU WANT TO CANCEL THE BOOKING OR AMEND THE BOOKING IN ANY WAY OTHERWISE THE FULL AMOUNT WILL STILL BE PAYABLE**
- If you collect your cat before the end of the booked period, the full cost of the original booked stay will still apply
- Payment of the deposit constitutes acceptance of these terms and conditions with or without a completed booking form
- **COVID-19**
 - Deposits remain non-refundable but if you must cancel a booking due to COVID-19, you may re-book and transfer the deposit from the cancelled stay. Any new booking must be completed no later than 31st December 2020
 - Deposits may not be transferred to any other existing booking and can only be used against a new booking in 2020
 - These changes will only reflect bookings for 2020

Booking and Payment

- **COVID-19**
 - You will be emailed a booking form prior to the arrival date of your cat – please complete this and return it via email to enquiries@thebluecat.net
 - We regret that we are currently unable to take card payments and ask that you pay any deposits and settle your account on the day of arrival by bank transfer to the following Starling Bank account: -
 - Account name: The Bluecat Cattery Ltd
 - Sort code: 60-83-71
 - Account number: 26717182

What to Bring

All cats must be brought in a suitable carry case and you MUST bring your cat's vaccination card on the day of arrival.

You are welcome to bring a bed/blanket/item of clothing/favourite toys although all of these are provided. No liability is taken for loss or damage to any items you bring from home.

Please remove your cat's collar before they come on holiday for safety reasons.

If you would like us to groom your cat, please bring their brush.

- **COVID-19**
 - Due to Covid-19, we politely request that you limit the number of items you bring with you to one bed OR blanket per cat plus their carrier(s) and a brush for grooming if required
 - All items brought from home will be wiped over with pet safe disinfectant wipes upon arrival and prior to departure

Arrivals and Departures

- **COVID-19**
 - We politely request that only one person gets out of the car
 - Please wear a face mask when you get out of the car. If you do not have one, these can be provided for you
 - To comply with social distancing, we are currently unable to allow any clients to enter the cattery. We recognise that this can be very upsetting and hope that the situation changes quickly
 - We have a temporary area in the car park where we will meet you and the handover will take place
 - When your cat enters or leaves the cattery, they will be wiped over with a pet safe wipe. These pose no risk to the cats and will ensure safety for you and us

Prescription Diets

Regrettably, we are unable to provide prescription diets so, if your cat is on a specific diet, please ensure you bring sufficient food with you for the duration of your cat's stay

Health and Non-collection of Pets

Your cat must be in a fit and healthy condition with no fleas or worms prior to boarding and must have had their vaccinations – you MUST bring vaccination cards with you. In the event your pet shows any sign of illness, we will attempt to call you, or your emergency contact immediately to discuss the situation. If necessary, we will take your cat to our vet (you will be liable for all charges). This amount will be payable by you when you collect your cat. There is a minimum charge of £20 to transport your cat to the vet to cover travel costs and time.

We accept no liability in the unlikely event your pet becomes ill, lost or dies during their stay. All pets are left entirely at the owner's risk. If pets are not collected within 5 days of the departure date and no communication is received from the owner, a decision to rehome your pet will be made at the cattery owner's discretion. The full amount will still be payable.

Data Protection

By signing this form, you are consenting to The Bluecat Cattery Ltd storing and processing your data to facilitate your cat's stay here. We will only use your data to process your bookings or to communicate with you about current or future booking activity and we will not share your data with any third party unless veterinary treatment is required, in which case it will be necessary to share your information with the appointed veterinary practice. We are legally obliged under current legislation to retain your data for three years from your last booking, at which point your details will be securely shredded. Information will be held securely in line with the DPA 98 and GDPR legislation and you have a right to view any information we hold on you.

The Bluecat Cattery Ltd has CCTV in place for security which is overwritten on a continuous basis. We will not share this footage outside the business, unless required to do so for the prevention or detection of crime.

We may use photos of your cat on social media. If you would prefer us not to do so, please check this box

BY SIGNING THIS REGISTRATION FORM OR RETURNING THE COMPLETED VERSION ELECTRONICALLY, WITH OR WITHOUT A PHYSICAL SIGNATURE, YOU ARE AGREEING TO THE TERMS AND CONDITIONS SET OUT ABOVE

Owner's Signature:	
Date:	

Please return your completed form to:

The Bluecat, 22 Jacques Lane, Clophill, Bedfordshire MK45 4BS

www.facebook.com/thebluecatcattery <https://thebluecat.net> enquiries@thebluecat.net

Telephone: 01525 861416 Mobile: 07725 816938

For Office Use Only

Date of Vaccinations:	Checked:
Dep: £	Date paid:
Bal: £	Date paid: