



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):		
A deposit of 25% is required to secure your booking		
<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:	
Does your cat have any mobility issues or are there any restrictions on jumping/climbing? Y/N (if yes, please detail)	
If you are boarding more than one cat, would you like them to share a chalet Y/N?	
If yes, please confirm you consent to separating should it be required Y/N	
Can your cat use a cat flap Y/N?	

Dietary Requirements: Please specify the brand(s) of food you feed your cat Please note that we cannot provide prescription or veterinary foods nor pet shop/supermarket brands	Dry - Brand and Quantity/Frequency	Wet - Brand and Quantity/Frequency
In the event your cat will not eat their regular food, please confirm that the food can be changed Y/N (we will only use high quality chicken or fish)		
Would you like your cat to be groomed during their stay? Y/N If so, please bring their usual brush		
Do you consent to your cat having toys to play with? Y/N (all toys provided are cat safe and you are welcome to bring some from home)		
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.

Please let us know if you would like complimentary updates during the course of your cat's stay by checking the relevant boxes below (NB. photos can take up to 5 days during peak times):-

Facebook WhatsApp Text Messages Signal

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 £16
- 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 10:00 – 12:00 and 15:00 to 18:00, except Wednesdays 10:00 – 12:00 and 16:00 – 18:00, and Sundays when we are open from 10:00 – 12:00
- **Out of hours drop-off and collection can be arranged and are by prior arrangement only and at the cattery owner's discretion**
- Viewings are available Monday to Saturday – please call to arrange a mutually convenient time
- **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 £16) **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 £16.00 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**

Booking and Payment

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 ask that you pay any deposits by bank transfer to the following Starling Bank account: -

- Account name: The Bluecat Cattery Ltd
- Sort code: 60-83-71
- Account number: 26717182

Card payments can be taken in the office for payment of the balance but we are unable to take payments over the phone.

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.

Arrivals and Departures

All arrivals and departures will be by appointment only.

- **COVID-19**
 - Please ensure you are prompt for your allocated appointment time as we can only attend to one client at a time. If you find you are early or late, please ensure you call us so we can rearrange your appointment time
 - We politely request that only one person gets out of the car
 - Please wear a face mask. If you do not have one, these can be provided for you
 - To minimise the risks, we are currently allowing one person to enter the cattery at the time of drop off. At collection, we will bring your cat out to you

Prescription and Veterinary Diets

Regrettably, we are unable to provide prescription or veterinary 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. Please note that we are unable to provide supermarket brands i.e. Sainsbury's, etc.

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. In the event your pet shows any sign of illness, fleas or worms, 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 charge of £20 to transport your cat to the vet to cover travel costs and time. Our appointed vets are Henlow Veterinary Centre, 22 Bedford Rd, Lower Stondon, Henlow SG16 6EA. **By signing this form you consent to your own veterinary practice releasing any medical history information to our appointed vet.**

We accept no liability in the unlikely event your pet becomes ill, lost or dies during their stay. All pets and their belongings 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:

Email: enquiries@thebluecat.net or by post, to The Bluecat Cattery, 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: