



Terms & Conditions

VACCINATIONS & VACCINATION CARDS

All cats entering the cattery must be vaccinated. You must always bring you cats vaccination card along with every visit. If your cats vaccinations are still valid, but will need boosters while he/she is in our care we are happy to administer them.

If your cat is not fully vaccinated we can admit the cat into our hospital (at hospital rates) for a period of 7 days of quarantine. After this they will be transferred at normal rates.

FLEA & TICK TREATMENT

All cats must receive a dose of Frontline and de-worming upon arrival at Europets Cattery. You are welcome to bring along your own dose of Frontline or de-wormer or you may purchase it from us, but it must be applied in our presence.

FEEDING

Europets Cattery provides Royal Canin Indoor 27 for the cats and for those on Prescription food we can provide Royal Canin products but it will be at your expense.

DAILY CARE

All cats are checked every day for their wellbeing and any abnormalities. They will be lightly groomed and played with everyday.

WEIGHT LOSS or GAIN

Please understand that the cat may lose or gain weight while boarding and this is a very common reaction to a change in environment.



PERSONAL BELONGINGS

You are welcome to bring your cats personal belongings, bedding, toys etc and we will of course take good care of them however , we do not accept responsibility for these item in regard to loss or damage.

VETERINARY ATTENTION

If your cat becomes ill while in Europets Cattery we have the benefit of Dr Jim on call. Customers should be aware that all vet charges (including call out charges) are the responsibility of the owner and will be charged at the end of their stay with us.

MINOR EMERGENCIES

Occasionally, our boarders may experience minor problems (superficial cuts, skin rashes etc) that are dealt with in a routine manner. You need to ensure that you indicate on the admissions form whether or not you would like us to contact you under these circumstances as well.

PAYMENTS

All known fees such as boarding, de-worming & tick treatment etc must be paid in full upon arrival. All unknown fees, such as additional days & vet bills must be paid in full on departure.

Deposits- A deposit of 500AED per Bungalow is required to confirm your booking for peak times (Summer & Christmas/New Year). We do refund deposits if your reservation is cancelled 1 month or more before the start date of your booking. If your booking is cancelled with less than 1 month of the start date, so long as we can fill your place we will refund.

THE WORST CASE



Unfortunately, for many reason there are cases that necessitate this next term & condition.

Europets reserve the right to remove (re-home, sell or euthanize) your cat from our care if your cat has not been collected within 14 days of the end of the boarding period that you have paid for and Europets has had no communication from you and are experiencing difficulty communicating reliably with you.

Customers Name: (Please print & sign)

Europets Staff:

Date: