

PRICES FOR BOARDING GUESTS valid until 30.4.19

- **One** occupant: **£12** per day
- **Two** cats (from same home) sharing: **£18** per day
- **Three** cats (from same home) sharing family chalet: **£21** per day
- **Four** cats (from same home) sharing family chalet: **£24** per day

ADDITIONAL SERVICES:

Collection service (within 12 mile radius): per trip £15.00

Arrival or departure out of hours with **no** pre-arrangements: £25 per occasion

Extra grooming/de-matting above normal care: per half-hour £20.00

Complete worming course for guests (usually with Drontal cat) : per cat £5.00

PAYMENT OF BOARDING FEES:

Bookings are not made definite until a non-refundable **deposit** of £4 per cat per day has been paid. We reserve the right to release any space for which a deposit has not been paid.

The remaining balance payment is due at the time of collection (end of stay).

In the event of an owner returning before the end of a booked period the full period will be charged.

Deposits for cancelled bookings can only be refunded at our discretion and if the booking period is successfully rebooked.

PAYMENT METHODS:

Payment may be by **cash, crossed cheque, BACS or postal order**. Cheques should be made payable to 'Specialcats of Ayr'. If you would like to pay by electronic banking (BACS) please use 089250/70059609 and give the collection date as your reference. Other payment types should be sent, along with a completed booking form per stay to:

Specialcats of Ayr, Weston Cottage, Weston Brae, Annbank, Ayr, KA6 5EY.

E-mail: bookings@specialcats.co.uk

Telephone enquiries: 01292 520543

ESSENTIAL INFORMATION:

Early booking for **popular holiday periods** (Christmas, Easter, school holidays etc.) is strongly advised to avoid disappointment.

We do not have full online booking available, you can download and edit the [booking form](#) here. Please feel free to send an enquiry by [email](#) or phone 01292 520543.

By booking accommodation at Specialcats you are deemed to have accepted our terms and conditions of service.

Terms and conditions of booking with Specialcats of Ayr.

The following lays out what you can expect and our responsibilities to each other.

- We will look after your pet to the best of our experience and ability using the **information** you give us, the individual **response** from your pet and vet advice.
- **Food, bedding, heating, accommodation, care, insurance and grooming** (general coat and claw care) are all included. Matted coats will be charged as an extra task and must be pre-booked to allow us to schedule this in.
- **Fees** are charged for both the day of arrival and day of departure to allow for essential disinfection and airing time, and for preparation and pre-heating of chalets. When a booking is made we fix a date for collection. Earlier collection can be arranged but the charges for the full period remain payable. Collection outwith our normal hours of 10-12 / 5-6 with **no** pre-arrangement will incur a surcharge.
- There is no extra charge for **prescription** or unusual **diets** but a minimum of 7 days notice is required to allow us to source them please.
- All cats must have current **vaccinations** for feline enteritis and cat 'flu (FVR/FCV), to the recommendation of their vet. The vaccination course should be completed at least ten days before the date of boarding. Vaccination certificates should be presented for inspection on arrival at the cattery. Please telephone if this is a problem. If you cannot present evidence of current vaccination we may not be able to board your cat and any booking deposit will be forfeit. We understand that there will be special cases such as immune-suppressed cats where the vet may advise against vaccination. In this case a letter from the vet with reasons and confirming fitness to board is sufficient.
- You will tell us of any recent changes to your **pet's health or of known behaviour issues** which might affect how we care for them. Pets must be fit to board and if we have any doubt we reserve the right to refuse boarding.
- If a pet is found to have parasites such as **fleas or worms** we will treat the pet at your expense with a product recommended by our vet.

- Only cats from the same household who get along may share a chalet, to the capacity of that chalet. Where 2 or more **cats are booked to share** a chalet together and the close proximity proves to be an issue for their care, we must act for their best interest and reserve the right to separate them if this is necessary and possible. The extra accommodation expense is the responsibility of the owner and will be charged at the rate prevailing at that time.
- We have **responsibility to your pet** under the Animal Welfare (Scotland) Act 2006 and under the conditions of our boarding licence. In the event of a pet **becoming ill** whilst in our care, your own vet will be consulted. We will arrange transport to the vet at your expense. If it is reasonable to do so, your own vet will be used for any treatment required. Where your vet is more than 30 minutes drive away, we will use our own vet who can liaise with yours for medical history. We require you **give us permission to contact your vet**. Subsequent veterinary treatment decisions are best between vet and owner so we require you give us a **contact number and/or email address**. If we do not receive prompt response we will act on the vet's advice in your place. Our cattery insurance cover can be provided on request. It does not cover pre-existing conditions, kitting and vaccinations. The limit for veterinary fee cover (in 2018) is £2000 per cat.
- **Belongings** brought from home to help settle pets such as beds, bowls, toys, should be washable and are left at the owners' risk.
- **Medications** should be brought in a labelled air-tight container with clear instructions for administration and the name of the pet for whom it is intended. Having the pet's photo on the box is also helpful. It is preferable that you use the vet's original containers with instruction on. Sufficient medication should be provided for the duration of stay. Let us know if we need to contact your vet as regards progress.
- We take **photographs** of your cats for identification purposes. If you would like a copy file of any decent photo let us know. We only post photographs of pets on our website and social media with the permission of owners and after they have returned home. Pet portraiture may be arranged on request at an extra charge.
- If a pet is left for more than 7 days beyond the booked departure date **without contact** from the owner or their representative they will be deemed to have been **abandoned**. We will then follow procedures to rehome or relocate them via a vet or rescue centre. All boarding fees and costs incurred up to the time of rehoming remain the responsibility of the owner.

- Early/late arrivals or departures must be advised by telephone or email and may be subject to a supplementary charge.
- When **transporting your cat** please ensure he/she is in a secure basket or container or wearing a properly fitting harness. Travel can be stressful for a cat. You can lessen the stress by using pheromone sprays on baskets; by rehearsing the route to us using online mapping and by visiting by yourself; then try visualising or telling your cat where you are heading, letting your cat know how relaxed and safe he will soon feel.
- **Payment of boarding fees:** Bookings are not made definite until a non-refundable **deposit** of £4 per cat per day has been paid. We reserve the right to release any space for which a deposit has not been paid within 7 days of enquiry. The remaining **balancing payment** is due at the time of collection (end of stay). In the event of an owner returning before the end of a booked period the full period will be charged. **Deposits for cancelled bookings** can only be refunded at our discretion and if the booking period is successfully rebooked.
- **Payment methods:** Payment may be by cash, crossed cheque, BACS or postal order.
- Our contract is governed by the **Law of Scotland**.
- We reserve the **right to amend and edit** our Terms and Conditions as necessary. These Terms and Conditions apply to the exclusion of any other terms that the owner seeks to impose or incorporate, or which are implied by custom, practice or course of dealing.
- Our Data Protection Policy :
(see below)

Whats this form about?:

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the **General Data Protection Regulations**).

We must give you data protection information when we ask you for personal data.

Why do we keep personal data?

We collect information about this because of **legal obligation under section 61(2) of The Animal Health and Welfare (Scotland) Act 2006, Animal Boarding Establishments Act 1963 and conditions of our Animal Boarding Licence**. The holding of your data is necessary for us to comply with the law; to assist in good animal care; in dialoguing with your vet if necessary for the care of your pet and to provide you with the best service possible.

We require your **consent** to continue to hold your data beyond 2 years from the boarding dates and to effect future bookings using your old records. When you rebook, legal obligations re data are again in force.

Your personal information forms part of the **contract** between us. So we have three reasons mentioned above to hold your data, the primary one being our **legal** obligation.

What personal data do we keep?

The type of information we are legally required to collect about you includes **your name, your address, email address and your phone number, which vet you use and a local emergency contact phone number**.

We will never collect additional information about you without informing you of this beforehand.

Accessing and correcting data held by us

The data we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly.

How do we hold this information?

The personal information that we hold will be held in accordance with our internal security policy and the law.

Who else might see it?

We will inform you of any 3rd party information controllers who rely on your consent such as Mail Chimp and we will ensure they use up to date security procedures to

care for your data.

We will not share your information with any other 3rd party, either in the EEA (European Economic Area) or outside this area except those specified by law.

Local Authority officers have a right to see your data and your vet may need your emergency contact number and will probably crosscheck your address.

Other use of personal data

We may use technology to track the patterns of behaviour of visitors to our website or of bookings. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this happening, although this may prevent certain features being available to you. The information collected in this way can be used to identify you unless you modify your browser settings.

How long do we hold it?

Retention period: we must retain your records for a minimum of 2 years beyond the boarding dates. The maximum retention time we use is 6 years from date of last stay.

Who do I talk to about this?

If you have any questions/comments about privacy, you should contact the data controller who is: Rosie Mapplebeck, Specialcats of Ayr, Weston Cottage, Weston Brae, Annbank, KA6 5EY

Who else can I contact?

You may lodge any complaints with the officers of www.ico.org.uk

What if I refuse?

If you cannot agree to our keeping your personal data as described we cannot board your pet.

I agree to the holding of my data for the purpose of boarding my pet:

Signed Name

Date Pet(s) name(s)