

PRICES FOR BOARDING GUESTS valid from 1.4.25 until 11.11.25

- **One** occupant: **£24** per day
- **Two** cats (from same home) sharing: **£31** per day
- **Three** cats (from same home) sharing family chalet: **£38** per day
- **Four** cats (from same home) sharing family chalet: **£45** per day

ADDITIONAL SERVICES:

Collection service (within 12 mile radius): per trip £25.00

Extra grooming/de-matting above normal care: per half-hour £30.00

Complete worming course for guests (usually with Drontal cat) : per cat £10.00

PAYMENT OF BOARDING FEES:

Bookings are not made definite until a non-refundable **deposit** of £10 per cat per day has been paid. We reserve the right to release any space for which a deposit has not been paid within 2 weeks of the booking enquiry.

The remaining balance payment is due at the time of collection.

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.
- **Prescription** or unusual **diets** must be supplied by the owner 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 or sent electronically. 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.
- 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. 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 covers cat veterinary fees for new conditions arising whilst in our care. It does not cover pre-existing conditions, kittening and vaccinations. The limit for veterinary fee cover (in 2025) is £2000,. This cover continues for 72 hours from leaving the cattery and in case of a claim for the next 3 months from the date of leaving the cattery or the claim, whichever is the earlier.
- **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 recording 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.
- 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.