

Terms & Conditions

Thank you for considering The Great Catsby for your cat's stay! I aim to provide your feline friend with a calm, safe, and enriching environment while giving you peace of mind. The terms and conditions below are to ensure everything runs smoothly. Please read them carefully before booking.

The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Act and my boarding license with Wigan Council (AAL0049) require all customers to give me consent to board cats. The terms and conditions outlined form an agreement between The Great Catsby Cat Hotel and the customer, which must be accepted for me to look after your cat. You acknowledge and agree to the terms and conditions by confirming your booking.

Location

The Great Catsby is located within our family home in a residential area just 1 mile from Junction 27 or the M6. Off-road parking is available.

The Great Catsby is located at the bottom of our family garden and can be accessed through the wooden side gate at the bottom of the driveway. It is approximately 100m from the driveway to the Great Catsby, which has a mix of concrete and gravel paths. Depending on the weather, suitable footwear may be necessary, as, despite drainage, the garden can flood with heavy rain. Please note that the access is unsuitable for wheelchair users, pushchairs, and prams.

Opening Hours

There is no additional staff here; it is just me. All visits, arrivals, and departures are by appointment only.

Appointments for arrivals and departures can be arranged during my opening hours:

Monday - Saturday: 9.45 am-11.30 am, 4.15 pm-5.30 pm

Sundays: 10.00 am-11.30 am

Out-of-hours appointments may be available between 8 am-8 pm (excluding bank holidays) Monday- Saturday). Out-of-hours appointments are subject to availability and a £15 per appointment surcharge.

The Great Catsby is closed for arrivals and departures on Sunday afternoons and all bank holidays.

Available appointments for arrival and departure times can be seen at the time of booking. If there are any changes to your preferred appointment times, please let me know as soon as possible to avoid disappointment.

Rates

There are seven rooms at The Great Catsby. Three are family rooms, accommodating up to four cats from the same family. The four remaining ones are standard rooms, which can accommodate up to two cats from the same family. Unless stated during booking, single cats will be allocated a standard room.

Only cats from the same household will share a room; cats from different households will never mix.

A £15/cat surcharge applies on Christmas Day, which includes a themed stocking or gift bag with a range of cat gifts to take home.

All rates are charged per day, including the day of arrival and departure.

Number of cats	Standard Room Rate	Family Room Rate
1	£22.50	£32.00
2	£32.00	£32.00
3		£41.00
4		£50.00

Rates include litter, food bowls, filtered water twice daily, heating to at least 19° throughout the year and insurance.

Each day, I dedicate time to visit each cat at least 4 times from 7.30 am - 8.30 pm. During each visit, I spend quality time with all cats, attending to their needs, observing their behaviours, and providing medication if necessary. I also ensure they receive plenty of love and attention. Additional 1:1 sessions can be arranged for £5 per session. During these extra sessions, your cat has a guaranteed 20 minutes of uninterrupted attention, where we play with a range of toys or enjoy some quiet time to bond.

Booking

All booking requests are made through your online account, which can be accessed via the website or a dedicated app, providing you with the convenience of managing your cat's stay from the comfort of your home.

If you don't have an online account, you must register your details so I can set you up. To register your details, I will need a name, contact details, your cat's name, information about health, behaviour, age and a copy of their current vaccination card. You'll then receive login details to access your account.

Once a booking request has been submitted via your account, you'll receive an email detailing how to secure and confirm your request.

Bookings are only confirmed when the booking fee (£66) is paid. The cost includes a £30 deposit and a £36 admin fee. If the booking fee is not paid within 48 hours, the request may be cancelled, and the room will be available to book. Due to limited rooms, I cannot hold rooms or pencil in dates without a booking fee.

The entire balance is due 7 days before arrival.

Payments can be made via credit/debit cards through your online account using a secure payment processor, by Bank Transfer to The Great Catsby Cat Hotel Ltd Account Number: 25836006 Sort Code: 04-06-05

No refunds or transfers will be given if you decide to collect your cat days earlier than agreed.

There is a 4-day minimum stay due to the time it takes for cats to settle and be fully happy in their surroundings. I'd hate for any cat to feel stressed while away from home, so I do everything possible to help them relax, and one primary way is time. The minimum stay may be waived for regular cats who are used to staying at The Great Catsby and me. However, it is my discretion if it's in the cat's best interest, always prioritizing their well-being.

Cancellations

The admin fee of £36, which is non-refundable and non-transferable, covers the administrative costs associated with processing your booking and managing your account.

For cancellations with 14 or more days' notice before your arrival, the deposit (£30) will be refunded, transferred to a future booking, or held as credit to your account for 12 months. Please let me know which you prefer. Refunds will be processed back to your original payment method; please allow 5-10 days for credit/debit refunds; the payment processor sets this.

Any cancellations made 13 or fewer days before arrival will not be offered a deposit refund.

Cancellations can be made through your account on the relevant booking or in writing (email or message). Please provide your booking details and the reason for cancellation to expedite the process.

I recommend checking your travel insurance; adequate insurance often includes boarding fees.

VIP Members

A 12-month membership subscription is available to all cats on request.

VIP members receive:

- A 15% discount on all rates and additional extras
- A welcome gift.
- Daily photo updates (postcards)

This is a rolling annual subscription; the days remaining in your membership can be seen inside your account. To stop your membership from being authorised, please contact me before the end of your current membership. Discounted rates will be applied to all bookings made within 12 months from the sign-up date. No refunds or transfers will be given for cancellations. Discounted rates will be removed for non-members.

Number of Cats	Annual Fee
1	£50
2	£75
3	£100
4	£125

Health & Vaccinations

One of my boarding license conditions is that all cats must be vaccinated against Feline Influenza (feline herpes virus and feline calicivirus) and Feline Enteritis (parvovirus and panleukopenia virus). When registering for an account, a current vaccination card must be shown, and it must also be updated. Please send me a copy if you are unsure if your cat's vaccination status is valid. Any cats without an up-to-date vaccination or a letter from the vet explaining why they can't be vaccinated will be refused access or entry.

Any health conditions or medication must be stated on or before booking. Providing the necessary care to cats with certain health conditions during peak periods may not always be possible.

Any cat that is acutely unwell on arrival will be refused entry. Not only is this not in your cat's best interest, but it may also put the health and safety of my other guests and cats at risk and compromise the care and attention I can provide.

If your cat becomes unwell during a stay, I will contact you or your emergency contact, keep you updated, and take your cat to the vet if necessary. If your cat is sharing a room with other cats from your family, I will isolate them, where possible, at The Great Catsby or Medivets Standish, which provides isolation facilities on my behalf.

The Great Catsby is not liable for any costs associated with your cat's veterinary care; if any vet fees require payment, a receipt from the vets will be provided, and The Great Catsby must be reimbursed before departure.

An emergency contact number **MUST** be provided in case you cannot collect your cat.

All cats over the age of 6 months must be neutered to board.

All cats must have received flea and worm treatment within the 4 weeks before a stay. Confirmation of dates and treatment will be required. Please consult with your vet for effective treatment.

Medication

Cats on medication are welcome at The Great Catsby; I'm competent and experienced at administering medication. However, for insurance reasons, I cannot accept any cats requiring injections, including diabetic cats.

Before arrival, any cats requiring medication must be identified. All medication is given with the owner's consent and at the owner's risk. I can only administer medicines following veterinary instructions.

Should your cat be aggressive or difficult to administer medication safely, your emergency contact will be asked to provide medication or collect your cat.

Diet & Feeding

All food, wet and dry, must be supplied. Please bring enough food to last the duration of your stay. A fridge/freezer is available for frozen/raw food. Up to four times daily, food will be served according to your cat's usual eating habits.

All food is served in non-porous, ceramic, porcelain, or metal dishes, which are provided. You are welcome to bring your bowls; however, I cannot use plastic bowls or plates due to my license conditions.

Litter

I provide either wood pellet, Catsan (clay) or clumping litter to suit your cat's preference. I use Brit-Pet trays for wood pellets, which use a sieve system to keep the litter fresh and clean. For all other litter, large metal trays are used; this is more hygienic than plastic trays, which can often harbour bacteria when scratched. All trays are open, not hooded/enclosed, enabling me to monitor toileting habits quickly without disruptions. All trays are emptied, cleaned and topped up regularly throughout the day.

Grooming

Your cat will be given a light groom as and when appropriate. Grooming is a great way to build trust and a relationship with your cat. Please bring your brush or comb for hygienic reasons. I will not be able to groom an aggressive or unwilling cat.

Transportation

All cats must arrive in a secure cat carrier suitable for their size. It's recommended that cats should be able to sit and turn around comfortably inside a carrier. All carriers must be left in your cat's room; there is space under a table to store your carrier. Your carrier will be familiar with your cats and provide an optional hiding space should they need it.

In an emergency, your cat will be transported in its own carrier to the car, the vet, or a safe space.

Multiple Cats

Cats will only ever share a room with those from the same household/family and if they get on with each other. It may be necessary to separate cats if there are any signs of aggression or intimidation; sibling rivalry is usually considered normal behaviour. Any additional costs may be payable for cats that need separate rooms. Alternatively, if I cannot separate them safely, I will contact your emergency contact to collect them. If your cats do not get along, please book separate rooms.

Aggressive or Distressed Cats

I strive to provide a safe and comfortable environment for all cats in our care. However, if a cat exhibits aggressive behaviour or extreme distress during their stay, I reserve the right to:

- Contact the Emergency Contact: If your cat's behaviour poses a risk to themselves, or me or if they are too distressed to be safely cared for, I may require your designated emergency contact to collect them immediately.
- Refusal of Future Bookings: To ensure the safety and wellbeing of all our guests and myself, I may decline to accept bookings for cats that have exhibited aggressive or highly distressed behaviour in the past.

Collars

For safety reasons, please remove all cat collars during their stay.

Personal Items

You can bring your blankets, bedding, or even a jumper from home to provide a familiar smell. All items are left at your own risk; any soiled items will be bagged up and ready for collection.

Filtered water is provided, but a water fountain can be requested at an additional charge. For regulations and safety reasons, I cannot use any electrical items that have not been PAT tested.

Pet Remedy plug-in diffusers are standard in every room.

Photographs

Photographs will be taken of your cat(s) during their stay for their updates (postcards). Photographs may also be used for advertising, social media, and websites. If you do not wish your photos to be used for advertising, please select the relevant checkbox in your online account.

Postcards/Updates

All VIP members will receive daily photos and a short update on your cat's stay. I aim to send updates between 6.30 pm and 8.30 pm Monday - Sunday; however, due to unforeseen circumstances, it may be earlier/later or the following day.

All other customers, not VIP members, will receive a complimentary photo update/postcard on their first day and the day before departure. Additional photo updates can be purchased inside your account or on arrival.

Short, up to 60-second videos can be sent as a link for an additional charge. The video link will be available for one month after departure; please download the video to save it.

Data Protection & Privacy

Your details are legally required for boarding. All records are held for three years from the date of your last contact or stay.

For full details outlined in the data protection and privacy policy, please visit the link

[☰ 2024-12 | Privacy & Data Protection Policy](#)