

## NAO Catteries - Booking Form

NAO Catteries, Bramble Lodge, 29 Oakley Road, Clapham, Bedfordshire MK41 6AN

**PLEASE READ THE TERMS AND CONDITIONS PAGES FIRST**

### Owner's Particulars

<b>Client Name:</b>	
<b>Address:</b>	
<b>Contact Number:</b>	
<b>Email Address:</b>	
<b>Name and Address of Your Veterinary Surgery:</b>	
<b>Vet Phone Number:</b>	
<b>Emergency Contact Name and Number:</b>	
<b>How did you hear about us?</b>	

### Details of your Cat(s)

<b>Name(s):</b>		
<b>Arrival:</b>	Date:	Time:
<b>Departure:</b>	Date:	Time:
<b>Total Number of Days</b> (including arrival and departure dates):		
<p><b>Drop off and collection times as follows: Monday - Saturday 9 - 9:30am or 6 - 7pm.</b></p> <p><b>We are closed on Sundays.</b></p>		

## Cat's Particulars

<b>Age:</b>	
<b>Male/Female:</b>	
<b>Breed/Colour (please supply a photograph):</b>	
<b>Neutered Y/N?</b> N.B., We do not take male cats over 6months that have not been neutered	
<b>Date of vaccinations:</b> You will need to bring the vaccination card with you when dropping off your cat	
<b>Date of last flea treatment:</b> 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	
<b>Date of last worm treatment:</b> Please ensure your cat is up to date with any worming treatment. Evidence of worms will result in veterinary treatment and costs	

<b>Medical/behavioural history of note:</b>	
<b>Any medical problems/ conditions/ medication/ allergies:</b>	
<b>Does your cat have any mobility issues or are there any restrictions on jumping/climbing? Y/N (if yes, please detail)</b>	
<b>If you are boarding more than one cat, would you like them to share a pen Y/N?</b>	
<b>If yes, please confirm you consent to separating should it be required Y/N</b>	
<b>Can your cat use a cat flap Y/N?</b>	

<b>Dietary Requirements:</b> Please specify the brand(s) of food you feed your cat  <b>Please note that we provide one branded dry food</b>  <b>We do NOT provide wet food for your cat</b>	<b>Dry - Brand and Quantity/Frequency</b>	<b>Wet - Brand and Quantity/Frequency</b>
<b>In the event your cat will not eat their regular food, please confirm that the food can be changed Y/N</b>		
<b>Would you like your cat to be groomed during their stay? Y/N</b> All animals will be kept well groomed throughout their stay with us.		
<b>Please note that we do not provide toys for hygiene reasons but you are welcome to supply your own toys.</b>		
<b>Microchip number:</b> Please state if not chipped		
<b>Is your cat insured? Y/N</b>		
<b>Insurance company name:</b>		

### 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
- 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, we will email you to confirm your booking

# NAO CATTERIES TERMS & CONDITIONS

Please read carefully and sign and date where indicated.

## Opening Times

NAO CATTERIES is open Monday to Saturday inclusive from 9:00 - 9:30am and 6:00 - 7:00pm for delivery and collection of your cat(s). **Please note that we are closed on Sundays.**

We welcome visits to view, please telephone us Monday – Saturday to make an appointment to visit on 07411 136691 or 01234 965925. We look forward to meeting you!

## 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.

Our charges are:

**£12.50 per day** + VAT for one cat

**£18.50 per day** + VAT for two cats sharing a pen

**£22.50 per day** + VAT for three cats sharing a pen

**PLEASE NOTE THAT ONLY BONDED CATS ARE PERMITTED TO SHARE A PEN**

If you wish to cancel your booking, please be courteous enough to let us know as soon as possible, especially during busy periods; we are a small cattery offering a very personal service and early notification will assist us with our wait listed clients. Thank you for your cooperation.

If you collect your cat before the end of the booked period, the full cost of the original booked stay will apply.

We do offer a local collection/delivery service - a small charge is made for this based on your location. Please contact us to discuss your requirements.

If you collect your cat before the end of the booked period, the full cost of the original booked stay will still apply.

Should you find it necessary to cancel your booking with us, please be courteous enough to let us know this as soon as possible in order that we can help our wait listed clients. We are a small, family run cattery offering a personal and individual service suited to your needs and we appreciate your consideration.

You can be emailed a booking form prior to the arrival date of your cat. Please complete this and return it via email to [naoservices111@gmail.com](mailto:naoservices111@gmail.com) or post it to Bramble Lodge, 29 Oakley Road, Clapham, Beds, MK41 6AN.

## What to Bring

ALL cats must be brought in a suitable named carry case and you **MUST** bring your cat's vaccination card on the day of arrival. You are welcome to bring a bed/blanket from home although these are provided by **NAO CATTERIES**. No liability is taken for loss or damage to any items you bring from home. Please remove your cat's collar (for safety reasons) before they come to board with us.

## Arrivals and Departures

We are open Monday to Saturday inclusive from 9:00 - 9:30am and 6:00 – 7:00pm for collection and delivery of your cat(s). **Please note that we are closed on Sundays.**

We are open on Bank Holidays except for the following Bank Holidays – Christmas Eve, Christmas Day, Boxing Day and New Year’s Day.

## Prescription and Veterinary Diets

We are unable to provide prescription or veterinary diets, so if your cat is on a specific diet, please ensure that you bring sufficient food with you for the duration of your cat’s stay with us.

## 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: Acorn House Veterinary Hospital, Linnet Way, Bedford MK41 7HN. 01234 261839.

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 even 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 **NAO CATTERIES** 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 appointment 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.

**NAO CATTERIES** 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.

Signed	
Please also write your name in Capital Letters	
Dated	

## Payment

We prefer payment to be made by BACS transfer to the following BARCLAYS BANK ACCOUNT:

Account Name: N Ornithari  
Sort Code: 20-05-74  
Account Number: 13587045

Please note that we require full payment to be made in advance of your cat's delivery if paying by BACS.

Cheques should be made payable to Ms N Ornithari and given in advance of your cat's delivery or on the day of delivery.

We also accept cash in advance or on the day of your cat's delivery.

Please return your completed form to:

Email: [naocatteries111@gmail.com](mailto:naocatteries111@gmail.com) or by post to: Bramble Lodge, 29 Oakley Road, Clapham, Bedfordshire MK41 6AN

### For Office Use Only

Date of Vaccinations:	Checked:
Dep: £	Date paid:
Bal: £	Date paid: