

Be fully informed

Please take the time to read through the terms and conditions prior to booking in at our Thorpe Thewles cattery. Thank you.

Terms and conditions

- Cats should arrive and depart from the cattery during our specified opening hours, unless under special circumstances by prior arrangement only
- All cats should be transported in a suitable and secure carrier
- When your cat is checked into the cattery, a contact number of a friend / relative will be required in case of delays or problems
- Fees are payable for every day that the chalet is booked. Please note that for cats arriving late or going home early, fees will still be charged for these days
- Changes to a booking must be made prior to the arrival date otherwise all days booked will have to be paid for in full
- Cancellations within 7 days prior to the arrival date will still incur the full daily boarding rate for every day that a chalet was booked. In some cases, this will be covered by either pet / travel insurance. Invoices for this purpose can be supplied on request
- It is the owners' responsibility to ensure that the vaccinations are up to date and that these certificates are brought into the cattery on the day of arrival. We will not allow any cat into the cattery without proof of vaccination. In these circumstances fees will still be charged for every day that the chalet was booked
- In the event of the cattery having to use Frontline flea treatment, a fee of £10.00 for each cat will be added to the invoice
- We reserve the right to refuse any cat if we consider it to be unsuitable for boarding due to either health or other problems

About booking

Booking in

It's simple! Just have your dates ready and call us today! When booking, please take travel arrangements into consideration, allowing time for traffic / flight delays as we cannot guarantee available spaces for additional days at short notice.

New Customers

Before you make a booking we recommend a visit to our facilities to take a look around and make sure you are completely satisfied with where your pet will be staying. We can also discuss any particular needs your cat may require. Please feel free to telephone our friendly team for a viewing appointment. And finally, payment of fees is not required until the day of collection and is by cash or cheque only.