

This booking form is for arrivals between the 01/01/2027 - 31/12/2027
(our admin office is based off site so we can only accept bookings via email)

- For all enquiries please email petscountrymanor@hotmail.co.uk (please email completed booking forms to this email address)
- 2027 changes; cancellation/amendment period as per below in blue
- Please **DON'T** pay/transfer the admin fee into our bank account until **AFTER** we've sent you the admin fee request email.
- VERY IMPORTANT NEW INFORMATION REGARDING CATS ON ANY TYPE OF SUPPLEMENT/PASTES/MEDICATION: if your cat requires anything extra such as probiotics, cystease, toothpastes, hairball pastes, meds, supplements, drops, powders etc this must be pre booked in advance using the booking form, (we now only take a certain amount of cats on these items each day)
- Once you've received your booking confirmation this will include all the information you need for your holiday incl remaining balance details -we recommend writing the date your remaining balance is due into your calendar/diary with the amount due or you can set up the bacs payment to leave your account on that due date, this way you won't forget when it needs to be paid. (we won't send emails to confirm we've received your balance but for confirmation you've paid this will be given to you on arrival instead & you can always check your bank account to see that it's definitely left).
- We politely ask that you **don't pay your remaining balances before the due date** on your booking confirmation email (invoices are only generated on this due date so if payments are received before this date it's hard for us to match the payment to the booking because your invoice number hasn't been generated yet)
- For arrivals between 10th July and 30th August with it being our peak time the following applies: Minimum cost of boarding is £170 per room, **Balances are due 1 calendar month** prior to arrival. we need a minimum of **1 calendar month** cancellation/amendment notice otherwise the full amount of the original booking is still charged
- For arrivals between September-June the following still applies: Minimum cost of boarding per room is £60, **Balances are due 14 days** prior to arrival. we need a minimum of **14 days cancellation** notice otherwise the full amount of the original booking is still charged
- We no longer accept card payments so admin fees & or remaining balances will need to be paid via bank transfer or cash (if you'd like to book an appt on the remaining balance due to date to come into reception to pay by cash please email us)
- The £10 admin fee per room **ONLY** covers the exact dates on your booking form, if you would like to change the date of arrival or departure **(EVEN BY JUST 1 DAY)** then you will need to resubmit the booking form with the new dates & pay another £10 admin fee to cover the new date(s)
- Our regular photo update service has restarted and your furbabies photo will be uploaded to our Instagram or Facebook page. If you'd rather not have social media photos please let us know on arrival.
- Please save our email address in your list of safe senders (due to us sending so many emails on a daily basis our emails tend to go into people's spam box so many people don't receive our emails -even though they have in the past)
- Please be aware we have a zero REFUND POLICY so please please don't transfer ANY money to our account because we are unable to offer you ANY money back at all as we don't have a card reader to set up new payees so please only pay balances on the **due date** and not before, **ALWAYS** put your **cats name as the reference** and only pay the amount that has been requested, don't pay in advance. we are unable to refund any mistaken/accidental payments or hold for future holidays
- The cattery has operated by appointment only basis since 2018 and will continue to do so. Appts are every 5 minutes—the gates are continued to be kept closed and will be opened at whatever time your appointment is, this is for the safety and security of all animals on site.
- Unfortunately as of 2023 we were no longer able to accept any electrical items from your home, sorry for any inconvenience
- We can **no longer accept paper copies of the booking form** so all booking forms need to be sent electronically via email, this is because our admin office is based off site. If you fill out the booking form by hand please don't send it in the post, instead take photos of each of the pages and email the photos to petscountrymanor@hotmail.co.uk
- Safety & security you can trust, someone onsite 24/7, we can 100% guarantee your booking with us! giving you the peace of mind before & during your holiday and not need to worry. (subject to the information you provide on the booking form being correct)

Pets country manor, netherley road, Tarbock green, Merseyside, L351QE

2027 PETS COUNTRY MANOR BOOKING IN FORM

please read terms and conditions pg first before filling in this form. By filling in this form you are agreeing to the terms and conditions.

Your name:	
Address & postcode	
Home phone number	
Mobile number	
Emergency holiday contact : name/number/address/email	

Name and address of veterinary surgery	
Phone number of veterinary surgery	

SUMMER OPENING TIMES ARE by appt: (May-Sep) mon-sat 9:00-12:30pm (& mon/tues/thurs/fri between 4:00-5:30pm)			
WINTER OPENING TIMES ARE by appt: (October-April) mon-sat 9:00-10:30am (& mon/tues/thurs/fri between 4:30-5:00)			
Arrival date of you dropping your cat off (dd/mm/yy)		Appt time	
Departure date of you collecting your cat (dd/mm/yy)		Appt time	
(Closed Sundays & bank holidays! & also closed on Wednesday & Saturday afternoons -opening hours are above)			
With it just being the two of us, the cattery is run on an appointment only basis and cats are dropped off with us in reception, we hold appts every 5 minutes between the above times. the gates are kept permanently closed & will be opened for you at whatever time you have requested above.			

please don't send the booking form unless all info in yellow is completed otherwise our booking system cant accept the booking

Cats particulars 1: please don't send the booking form unless all info in yellow is completed otherwise our booking system wont accept the booking *****					
Cats name		Male/female		Age	
Has your cat been neutered/spayed (we don't accept any cats over 6 months who haven't been neutered)					
Breed/markings/description					
All cats must be up to date with a vet prescribed flea treatment to cover them for the duration of the holiday the flea treatment prescription label on the box or the receipt needs to be brought on arrival (we don't accept frontline / profender)					
Date flea treatment will be applied prior to arrival		Name of flea product			
All cats must have had a booster within the last 12 months but at least 14 days prior to arrival for cat flu & enteritis. Proof of previous two vaccinations must be physically brought each time on arrival					
Date of previous two vaccinations as of today		&		Date next vaccinations being done	
Insurance & microchip details					

Cats particulars 2:					Would you like your cats sharing a room(if left blank your cats will share)					
Cats name		Male/female		Age						
Has your cat been neutered/spayed (we don't accept any cats over 6 months who haven't been neutered)										
Breed/markings/description										
All cats must be up to date with a vet prescribed flea treatment to cover them for the duration of the holiday the flea treatment prescription label on the box or the receipt needs to be brought on arrival (we don't accept frontline / profender)										
Date flea treatment will be applied prior to arrival		Name of flea product								
All cats must have had a booster within the last 12 months but at least 14 days prior to arrival for cat flu & enteritis. Proof of previous two vaccinations must be physically brought each time on arrival										
Date of previous two vaccinations as of today		&		Date next vaccinations being done						
Insurance & microchip details										

for more than 2 cats please copy and paste above box

IMPORTANT: IF YOUR CAT REQUIRES ANYTHING EXTRA SUCH AS: probiotics, supplements, powders, toothpastes, capsules, pills, medicine, injections, drops, hairball pastes, for example THIS MUST BE PRE BOOKED IN ADVANCE ON THE EXTRA CARE SHEET ON

THIS BOOKING FORM. Further details can be found on this page. We now only look after a certain number of cats each day who require these items so they must be booked in advance otherwise we wont be able to give these items

MENU: All cat food we provide is free of charge, please highlight what you would like us to feed your cat(s) All food we provide is adult. if your cat is on kitten, senior or particular brands such felix as as good as it looks, whiskas oh so etc You will need to provide your own food. **(its important that your cat sticks to the diet they're on at home otherwise they can lose weight & have diarrhoea & vomiting).** **If your cat has a specific measurement of dry food ie 20g for example please provide a marked scoop/tub**

Providing own food	Go cat dry	Whiskas pouches in gravy	Felix pouches in gravy
Iams dry	Whiskas dry	Whiskas pouches in jelly	Felix pouches in jelly
How many pouches per day do you feed your cat (s) and at what times (if left blank we will feed your cat go cat & 2 whiskas jelly):			

Optional upgrades for your furbabies holiday (see our upgrade tab on our website for full details about each package)
(our free social media photo update is restarting! please follow us on Instagram and facebook to see your babies photo update)

NEW PAWSOME AFTERNOON TEA (PLEASE TICK IF DESIRED) INCLUDES personal named PHOTO 20 PER CAT	
Goody bag full of delectable treats, tuna tapas and a kitty toy! (we also offer a non-edible pawsome afternoon tea for cats with sensitive tummies/diets) pawsome afternoon photo uploaded to our social media pages	

LUXURY HOLIDAY HAMPURR (please tick is desired) includes social media VIDEO £30 per cat	
Treat your furbaby to one of our famous holiday hampurrs filled with posh goodies, tuna tapas and yeowww toy complete with video! (we also offer a non-edible luxury holiday hampurr for cats with sensitive tummies/diets)	

NEW CINEMA MOVIE NIGHT PACKAGE (PLEASE TICK IF DESIRED) INCLUDES personal named PHOTO £20 PER CAT	
Our weekly Saturday movie night package includes premium seating sofa, popcorn dreamies, lactose free icecream cone with catnip sprinkles, movie night experience & social media photo	

NEW VIP DISCO PAWTY NIGHT (PLEASE TICK IF DESIRED) INCLUDES personal named insta PHOTO £20 PER CAT	
Your cats very own VIP time to party night room complete with disco ball, laser light show and interactive playtime! Plus their pawty picture uploaded to social media	

NEW SPA DAY PACKAGE (PLEASE TICK IF DESIRED) INCLUDES personal named INSTA PHOTO £20 PER CAT	
Treat your cat to their very own spa experience, our signature massage and reiki experience designed to calm & relax with flame effect candles & tranquil spa music, heated pad followed by a mini groom	

CELEBRATION PACKAGE INCLUDES INSTA PHOTO £15 PER CAT	
Birthday cake served with kitty yoghurt icing & chewy candle, celebratory glass of meowtini, birthday catnip toy plus their celebratory photo posted onto our social media pages	

ROOM COMFORTS	
Would you like a pet remedy plug in calming aid £3 per day per room	
Orthopaedic bed £5 per holiday	
Fresh filter water fountain £15 per holiday	
Set of pet steps adding to your cats room £5 per holiday	
A glass of hydrate chicken water on arrival for hydration £4 per cat	
IN ROOM IPAD ENTERTAINMENT £3 per day (if wanted but no number of days given then we'll give everyday) Would you like cat tv entertainment in your cats room (string/birds/mice/fish) 10 inch screen to keep your cat entertained: 8 hours per day, how many days of tv entertainment	
IN ROOM BUBBLE ENTERTAINMENT £5 PER PLAY SESSION (if wanted but no number of days given then we'll give everyday) catnip bubble machine play session to stimulate your cat and provide interactive play. -How many play sessions would you like?	

FINE DINING EXTRAS (order 5 items per cat from the fine dining la cat mini bar menu & receive named personal insta photo)	
How many bowls of scrumptious chicken soup would you like your cat to have £3 per portion (tapas)	
How many portions of juicy prawns would you like your cat to have £3 per portion (tapas)	
How many portions of fresh succulent chicken would you like your cat to have £3 per portion (tapas)	

How many portions of springwater tasty tuna would you like your cat to have £3 per portion (tapas)	
How many portions of white flavoursome fish would you like your cat to have £3 per portion (tapas)	
How many portions of fresh heavenly ham would you like your cat to have £3 per portion (tapas)	
holiday cat cupcake/birthday cake (tuna/salmon/chicken/liver/turkey) £4 per portion (dessert)	
Ice cream pop (fish/duck/tuna flavour) £4 per portion (dessert)	
Puddycat pudding with kitty custard & side order of dreamies £4 per portion (dessert)	
Kitty Cataccino (cat milk with catnip sprinkles, chicken & duck strips, catnip toy mouse) £5 (drink)	
Your CatsAStar meowtini (fish/duck/chicken flavour drink, mini fillets, catnip toy mouse) £5 (drink)	

ROOM UPGRADES:	
If you have 1 or 2 cats sharing would you like to upgrade their room from a standard double (40 sq ft) to a family suite which is 50 sq ft at £25.83 plus vat per day (£31)	
If you have 1 or 2 cats sharing would you like to upgrade their room from a standard double (40 sq ft) to a twin room which is 80 sq ft at £30 plus vat per day (£36 for two rooms)	
If you have 3 cats sharing would you like to upgrade their room from a family suite (50 sq ft) to a twin room which is 80 sq ft at £36.67 plus vat per day (£44 for two rooms)	
If you have 1, 2 or 3 cats would you like to upgrade their room from a standard/family room to a triple room which is 120sq ft at £45 plus vat per day (£54 for three rooms)	
If you have 4 cats sharing would you like to upgrade would you like to upgrade their room from a family suite (50 sq ft) to a twin room which is 80 sq ft at £44.33 plus vat per day (£52 for two rooms)	
If you have 4 cats would you like to upgrade their room from a family suite (50 sq ft) to a triple room which is (120 sq ft) at £51.67 plus vat per day (£62 for three rooms)	
If you have 1, 2, 3 or 4 cats would you like to upgrade their room from a standard/family room to a quadruple room (160 sq ft) at £60 plus vat per day (£72 for four rooms)	
NB: we are able to provide room upgrades to any size upto to 400 sq ft, please ask for details	

CHAUFFEUR SERVICE: Our chauffeur service generally runs mon-sat between 7-8am & mon/tue/thur/fri between 5-7pm. Prices start from £25 plus VAT for local postcodes , please contact us to see if we have this service available on your chosen dates & for a price. (we'll give you a call each time just before we leave so you know we're on our way). A full list of postcodes our chauffeur service travels to is available on our website under 'price list'	
Would you like us to collect off your cat (please write AM or PM)	
Would you like us to drop off your cat (please write AM OR PM)	

EXTRA CARE SHEET/FOOD ADDITIVES INFORMATION

Probiotics /supplements /medications /toothpastes / hairball pastes / gels / eye drops /capsules /injections /powders etc

During 2023 at one point we had 87 items to administer on a daily basis and we became more of a hospital ward/ emergency over night vets instead of a hotel for cats on holiday so our time spent with guests became limited. For this reason we can now only give a certain amount of cats supplements/probiotics/medications etc each day so items MUST be pre booked.

(if your cat has a powdered medication/supplement /probiotic etc and this can be mixed into their daily portion of dry food/biscuits then if you wanted to pre mix this into their dry food at home before arrival and portion their dry food out into little daily bags/containers then theres no need to fill out the below information)

- Sorry, we no longer accept cats with heart conditions who are on medications for their heart condition
- medications/items are administered between 6am-9am & between 5pm-7pm daily
- We can only give a certain amount of cats supplements/probiotics/powders/capsules/medications etc each day so if you need us to administer any items for your cat this MUST be pre booked, otherwise if we already have the maximum amount of cats booked in on items to be administered and you turn up needing us to administer we may not be able to look after your cat.
- All items are charged at £3 per item administered if booked before the payment date of your booking
- If not pre booked before payment, items are charged at £5 per item administered subject to availability

1. Condition medication/item is for
2. Name of item
3. How many times each day is your cat on this
4. What time(s) would you like us to give this item

5. Dosage amount(s)
 6. How many times in total whilst your cat is with us on holiday do you require us to administer this item (ie if your cat has ½ a tablet in the morning, ½ a tablet in the afternoon and your cat is with us Monday-Friday and you'd like us to administer it on the morning of arrival and afternoon of departure then in total this will be 10)
- If your cat no longer requires the above items then as long as we have the required notice period (14 days in July/aug and 7 days for the rest of the year then please let us know and there wont be any charge)

We recommend saving this booking form onto your device, then each time you would like to book in us throughout the year you can just edit the parts highlighted in yellow (date and time of holiday / name and date of flea treatment / dates of vaccinations). This will save you needing to fill out a whole new form each time.

PLEASE BE AWARE THAT THIS BOOKING IS ONLY GUARANTEED AND ACCEPTED BASED ON THE INFORMATION YOU'VE SUPPLIED ON THE BOOKING FORM BEING CORRECT. (ie flea treatment being from vet, flea treatment covering duration of holiday, vaccination date on form being correct, date/time of arrival/collection)

what to do next / how to book in

- Since we started our pet care business in 2007: Due to our booking process we are able to 100% able to guarantee your cats holiday with us subject to the information you have provided on the form being correct, we'll never accidentally double book or forget your booking or to feed your cat etc, we offer peace of mind, trust, safety and security
- Download a booking form via our website or you can collect a form from outside of our front gates 24/7 or if you email us your address we can send you one out in the post
- Fully completed the form -ALL YELLOW BOXES MUST BE COMPLETED otherwise our system will say error and cant accept/process your booking
- Email your booking form to petscountrymanor@hotmail.co.uk -if you're completing the booking form by hand please take photos of each of the pages and email the clear photos to us (our admin office is based off site so we aren't able to take paper copies of the form -only via email)
- Once weve received your booking form we'll double check the information provided / available appt times
- If everything is good with your booking form we'll forward you the admin fee request details. (if the arrival date is within the next 14 days: or 1 calendar month for arrivals in July and august, then the full balance will be due instead)
- The admin fee is £10 including vat and this fee only covers the exact arrival and departure date you have written on your booking form -if you need to change the either the arrival or departure date by even 1 day we will need another booking form with the new dates on and a further £10 admin fee. (this admin fee is non refundable and isn't deductible from your boarding balance).
- We must receive your admin fee within 24 hours as our system automatically deletes forms after 24 hours if no admin fee has been received (please don't send any amount after this time as we don't have facilities to set up new payees and are therefore unable to give refunds)
- Once weve received your booking form & admin fee we will forward you your booking confirmation details which will have all the information about your booking. Including the remaining balance & the exact date this will need to be paid.
- Please be aware that as we have no means/card reader/cheque book etc to be able to give you a refund so please only transfer the payment amount we have requested on the payment date as were unable to offer a refund or hold payments on account for future bookings

Terms and conditions

- **May-September peak opening hours:** our gates are kept permanently closed for security of the cats and opened for whatever appt time you have booked. we hold appointments every 5 minutes for you to drop off/collect your cat between Monday-Saturday 9:00-12:30 & Mon/Tues/Thurs/Fri 4:00-5:30pm
- **October-April off peak opening hours:** our gates are kept permanently closed for security of the cats and opened for whatever appt time you have booked. we hold appointments every 5 minutes for you to drop off/collect your cat between Monday-Saturday 9:00-10:30am & Mon/Tues/Thurs/Fri 4:30-5:00pm
- **Prices**
we charge by the day (not by the night) day of arrival & day of departure are charged for in full regardless of arrival/departure times. A £10 admin fee will be needed to secure your booking. Our prices are: £15 plus vat per day for 1 cat (£18), £21.67 plus vat per day for 2 cats (£26), £25.83 plus vat per day for 3 cats (£31), £30 plus vat per day for 4 cats (£36), £57.50 plus vat per day for 5 cats in twin room (£69), £65 plus vat per day for 6 cats in triple (£78) (based on your

cats sharing a room). (24th/ 25th/ 26th/ 31st dec & 1st jan are charged at double rate. Food additives/meds onto food must be booked in advance via this booking form & are charged at £3 per item when prebooked before payment date. OR £5 if not prebooked Our chauffeur service minimum charge starts at £30 (please contact us with your postcode for a price). Minimum cost of boarding for arrivals between September-19th july is £60 per room, minimum cost of boarding for arrivals between 10th july and 30th august is £170 per room.

- **Cancellations/Amendments**

If you need to cancel or amend your booking please reply to your booking confirmation email, we need a minimum of 14 days notice before the arrival date for arrivals between September-june otherwise the full amount of the booking is payable. and for arrivals in July & august we need a minimum of 1 calendar month notice before the arrival date otherwise the full amount of the booking is payable.

- **Payment**

Your remaining balance payment details can be found on your booking confirmation email from us, for arrivals between September-june the balance is due 14 days before arrival and for arrivals in July & august the balance is due 1 calendar month before arrival. We politely ask that you don't pay the balance before the due date on your booking confirmation email as your invoice is only generated on this date so if you pay the balance before this date our system wont pick it up as your invoice hasn't been generated yet so a manual search will be need to be done. We no longer accept card payments or cheques so balances will need to be paid via bank transfer or cash.

- **Flea treatments & vaccinations**

Your cat must be vaccinated against cat flu and enteritis to stay in a high risk environment such as a cattery, vaccines need to have been given within the last 12 months and if the booster is due just before arrival or whilst your cat is in the cattery then this booster **MUST** be given a minimum of 14 days before arrival into the cattery to prevent your cat bringing a live virus into the cattery. YOU MUST MAKE SURE THE DATE OF VACCINATIONS ON YOUR BOOKING FORM / BOOKING CONFIRMATION EMAIL ARE CORRECT & DON'T CHANGE BEFORE ARRIVAL. We will need to see proof of the previous two vaccination dates on arrival every time you bring your cat in. Your cat must be up to date with a prescription only flea treatment from the vet such as advocate, broadline, stronghold, bravecto felpreva, felisecto (not a pet shop brand such as advantage, frontline, on defence etc as these are not strong enough to prevent cats catching fleas from a cattery environment). You must bring the receipt from your vets or the vets prescription label in as proof of flea treatment on arrival. (we need to see the date you purchased it and the quantity you purchased -ie if you purchased 3 in january and your cat is coming in june then we cannot accept this prescription as the 3 months collected in jan will cover you for jan/feb/march not june)

- **Health and non collection of cats**

Your cat must be fit and healthy and if you would like us to administer any item to their food or orally this must be pre booked in advance using this form. In the event your pet shows signs of illness, we will contact you or your emergency contact immediately to discuss the situation & if necessary take your cat to your vet if within a 5 mile radius otherwise our own vet will be used, if we cant get through & we feel they need a vet we will take your cat to the vet. This amount will be payable by you when you collect your cat, travel costs are charged at the same rate as our chauffeur service. Due to defra licensing requirements for catteries we are legally required to write the following: We accept no liability in the unlikely event your pet becomes ill, lost or dies during their stay. All pets are left entirely at the owner's risk. If pets aren't collected within 3 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 owners' discretion. The full amount will still be payable.

What to bring with

- Previous two vaccination dates (vaccine card or letter from vets)
- Proof of a recently purchased/applied vet prescribed flea treatment (vet receipt or prescription label only)
- your welcome to bring a bed/blanket/item of clothing/brush/favourite toys/ treats to help your cat settle in
- Cats need to be brought in a suitable secure cat carrier
- Please remove your cats collar prior to arrival to prevent injuries and fatalities on the wire mesh
- Please don't bring bowls, litter trays, cat litter or small toys.
- If you would like your cat to have a certain weight of dry food you must provide a pot/scoop

Owners Name..... Date..... Owners Signature.....

BY EMAILING THE BOOKING FORM TO US YOU ARE AGREEING TO THE TERMS AND CONDITIONS SET OUT ABOVE