

Rules of procedure

Admission Requirements and Cat Health

1. **Right of Refusal:** The boarding house reserves the right to refuse any cat exhibiting aggressive or sick behavior, or if the conditions of this contract are not respected.
2. **Mandatory Health Record:** Your cat's health record is essential for its stay for the duration of the reservation.
3. **Essential Vaccinations:** Your cat must have been vaccinated for more than 15 days and less than a year against Typhus, Coryza and Leucosis. Any failure to comply with these vaccines will result in a refusal of admission without refund of the deposit.
4. **Identification:** Each cat must be tattooed or identified by microchip.
5. **Parasite prevention:** It is recommended to deworm your cat 8 days before arrival and to apply flea and tick treatment. In the event of an infestation during the stay, the boarding house reserves the right to treat the animal, with additional costs at your expense, payable on departure.
6. **Medical Treatments:** If your cat requires medical treatment, you must provide a copy of the prescription as well as a sufficient amount of medication for the duration of the stay. Without a prescription, no medication will be administered.
7. **Information about the animal:** You agree to inform us of any risk that your cat may present (character, state of health, physiological particularities).

Comfort and Stay of the Animal

8. **Accommodation:** Each cat will have an individual closed box equipped with a basket.
9. **Food and Water:** Your cat will receive unlimited water and quality food in the form of kibble (included in the price). If you want a specific diet, you will need to provide it in sufficient quantities, with no reduction in the daily rate.
10. **Personal Items:** You can bring a blanket, a basket and some toys for your cat's comfort. However, the pension cannot be held responsible in the event of damage to these objects.

Veterinary Care and Liability

11. **Care in Case of Illness or Accident:** In the event of illness or accident, we are committed to entrusting your cat to the veterinarians of the Veterinary Clinic of the center in La Ferté Bernard. Veterinary costs will be at your expense and must be paid when the animal leaves.
12. **Limitation of Liability:** The pension cannot be held responsible for illnesses or injuries that are not due to a fault on its part.
13. **Death of the Animal:** We do not accept any responsibility in the event of the death of the animal. In the event of death, and with your agreement, an autopsy can be carried out at your expense to determine the causes. A veterinary report will then be provided to you.
14. **Dispute at the Exit:** Any dispute concerning the condition of your cat when it is discharged must be reported and noted by the boarding veterinarian within 48 hours.

Rates and Payment

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15. **Supplements:** Additional charges may be incurred for services such as transport or special treatments. The invoice must be paid on the day of the animal's departure.
16. **Arrival and Departure Day:** The arrival day is charged regardless of the time of drop-off. The departure day is not charged if you pick up your cat before 11:45 am.
17. **Summer Bookings:** For stays between 1 July and 31 August, bookings are for a minimum of 5 full days (arrival in the morning or afternoon, departure at least in the afternoon of the fifth day).
18. **Reduction of Stay:** If you decide to shorten the duration of the stay initially planned, no refund will be made, regardless of the notice period.
19. **Reservation and Deposit:** All reservations must be made via the guesthouse's website. If your request is accepted, a quote will be sent to you by email. In case of refusal, a text message will be sent to you. To definitively validate your reservation, a deposit of 30% must be received within 8 days. After this period, the reservation will be cancelled.
20. **Balance and Late Payment:** The balance must be paid in full on the day of your cat's departure, in cash, by check or credit card (no bank transfer). In case of non-payment, the kennel reserves the right to keep the animal until full payment, with an increase of €5 per additional day. This increase also applies in the event of an extension of stay not authorised by the kennel.
21. **Cancellation of Booking:** No refund of the deposit will be granted in the event of cancellation, except in the event of the death of the animal (on presentation of proof).

Departure and Abandonment

22. **Removal of the animal:** Entries and exits are by appointment only and according to the availability of the boarding house. The timetables can be consulted on our website.
We are closed on Thursday afternoons.
23. **Abandonment:** Your cat will be considered abandoned if you do not pick it up within 5 days of the scheduled departure date and without having heard from us. In the event of abandonment, a complaint will be filed with the authorities and the boarding house will be able to dispose of the animal freely.
24. **Transport:** For everyone's safety, your cat must be transported in a crate when it arrives and leaves the vehicle.

Disputes

25. **Competent Court:** For any dispute, the competent court will be that of Le Mans, where the kennel's head office is located.