



11 Hawthorn Avenue, Stopsley, Luton LU2 8AW  
 www.anastasias-cat-hotel.co.uk

Tel: 07542 595 295  
 Email: AnastasiasCatHotel@hotmail.com

## Booking information

Booking reference ..... Room .....

Date in ..... Time ..... Date out ..... Time .....

Number of days : ..... Rate per day £ ..... Subtotal £ ..... Discount £ ..... TOTAL £ .....

Non-Refundable Deposit required to secure the booking £ .....

	Owner	Emergency contact	Vet
<b>Name(s)</b>			
<b>Address</b>			
<b>Phone number(s)</b>			
<b>Email</b>			
<b>Notified of stay?</b>	Not applicable		

Cat's Name	Age	Sex M/F	Breed	Colour / Markings	Microchip Number	Spayed / Neutered? YES / NO

**Opening hours:**

Monday – Saturday 08:00 – 18:00  
 Sundays & Bank holidays 10:00 – 16:00

Registered in England, company number 09106578



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Cat's Name	Last vaccinations date	Flea treatment Brand & date	Worming treatment Brand & date

Medical Conditions (including allergies & food intolerances), meds, dosage
If none, please write NONE and leave the next field blank.
What behavioural signs should we look out for, specific to your cats, in relation to their medical condition(s)?

Cat's Name	What do they eat, how much and when?

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Cat's Name	Habits, play / toy preferences

If your cats have stayed in a cattery before, what was the experience like for them?	

<b>Belongings you are bringing with you, in addition to the VACCINATIONS LOGBOOK</b>	<i>Anything with a home smell, like a small blanket or even your jumper, will help them to settle in. If they need brushing, please bring brushes.</i> <b>Vaccinations logbooks,</b>
<b>What litter do they use at home?</b>	
<b>Any other info</b>	<i>What are they like – confident, shy, playful? Do they display any unusual behaviours?</i>

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	Cat's name:					
	YES	NO	YES	NO	YES	NO
If we feel that it would help your cat to settle in, are you happy for us to use a Feliway diffuser in their room?						
Is your cat insured?						
Do you want us to brush them? (We will brush every day, but only if they let us! <b>Please bring brushes.</b> )						
Do they like being massaged?						
Do they like catnip?						
Can we play with them using a laser pointer?						
Can we take photos of them?						
Can we use the photos we take, in social media? (Our website, Facebook, Instagram, Twitter)						
Do they know how to use a cat flap?						

Can we give your cats treats? Please cross out what you do **not** want us to give:

- tinned tuna    tinned salmon    poached chicken breast    raw chicken breast  
 scrambled eggs    cooked prawns    poached white fish (haddock or cod)  
 Felix dry treats    Whiskas dry treats    cat milk  
 roasted turkey    ham    Dreamies

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

**That's it!**

Thank you for filling out this form – all the information that you have provided is invaluable in helping us to care for your kitty in the best possible way!

You can leave your carriers with us – if they get soiled in transport, do not worry, we will clean and disinfect them.

Please only use solid sturdy cat carriers, not cardboard boxes or a bags!

If possible and safe to do so, do not feed your cats in the morning of the check in day – it will make travelling easier, and if they get to us hungry and have their first meal of the day here, it will help them to settle in.

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## Authorisation for veterinary treatment

Owner		Cat's name	Cat's microchip number
Name			
Address			
Phone number(s)			
Email			

It is important that you read, discuss and sign the following, so that Anastasia's Cat Hotel can take any action considered necessary for the health and wellbeing of your cat(s), whilst in our care.

I give permission for the following steps to be taken in relation to the above named cat(s):

1. Worm and flea treatment to be given deemed necessary by the proprietors of Anastasia's Cat Hotel. I understand that cost of this will be added to by bill, and must be settled before/upon cat(s)' check-out.
2. That if the proprietors have concerns in relation to the above cat(s)' health and wellbeing, a veterinary surgeon may be consulted and investigations performed if required (e.g. blood tests, x-rays)
3. Administration of prescribed treatments, including surgical procedures, that the vet considers necessary.
4. Euthanasia – should this be recommended by the veterinary surgeon caring for the above cat and following contact with the emergency contact (if possible).

I understand the tests and treatments will be performed/given at my sole expense, and I hereby agree to reimburse Anastasia's Cat Hotel for all costs incurred, including transport costs and staff time.

In the sad even of death or euthanasia of the above cat(s), I confirm that I do / do not require a post-mortem to establish cause of death.

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

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## Terms & Conditions

1. Vaccinations must be up to date on the date of check-in, and evidence provided during check-in (vaccination certificate signed by your vet). If vaccinations turn out to be overdue at check-in, we reserve the right to refuse admittance and keep the non-refundable deposit. So please make sure the vaccinations/boosters will be up to date on the date of check-in! We will retain the vaccination certificate for your cat(s)' stay duration.

The following vaccinations are a must: FHV+FCV (cat flu) and FPV (feline enteritis).

FHV = Feline Herpesvirus. FCV = Feline Calicivirus. FPV = "feline enteritis" = Feline Panleucopaenia Virus.

**IMPORTANT:** All vaccinations/boosters must be completed **at least 2 weeks prior** to the start of boarding!! Please contact your vet if you are not sure what your kitty is vaccinated against.

2. Your cat must receive regular flea and worming treatments (prescribed by a vet, not just an off-the-shelf product). If, whilst your kitty is with us, we notice that they have fleas, we will contact your vet (or ours) and arrange for a flea treatment to be administered. We will prepare an invoice for you, and it must be settled before check-out.

3. We may need to contact your vet and get information about your cat(s) - by paying the non-refundable deposit, you confirm that you are happy with this, and that you give us your permission to have access to your cat's medical history.

4. Regretfully, at this time, we do not have the facilities to board uncastrated male cats over 6 months old. By paying the non-refundable deposit, you confirm that any male cat(s) you will check-in, have been neutered, and that you are happy for us to confirm this with your vet.

5. The deposit paid to secure the booking, is NOT refundable.

6. The non-refundable deposit required to secure the booking, is the higher of: (a) gbp 80 for a Large room / gbp 108 for a Super room, and (b) 25% of the total booking value.

7. Days of arrival and departure are charged in full.

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8. Balance must clear at least 24 hours before check in. If paying by cash or card, the balance can be settled during check in.

9. Minimum stay = 4 days. If staying less than 4 days, the full 4 days rate will be charged.

10. If a refund is due, it will only be done via the same method as the original payment.

11. If you are delayed, for whatever reason, and cannot collect your cat(s) on the agreed date, please inform us as soon as you can. There are 3 possible solutions:

(A) If we have the space, we will keep boarding your cat(s). The extra boarding cost will be invoiced and must be settled upon check-out.

(B) We (or your nominated emergency contact) can try to find your cat(s) a place in another cattery nearby. Your emergency contact will have to check your cat(s) into that cattery, and pay for the boarding.

(C) Your emergency contact may wish to collect your cat(s) from us and take them to your home, and look after them there until your return.

Please have a think about which option you prefer - your choice will be noted on the booking form, and followed if you are delayed, and also in an unlikely emergency situation.

12. We might have to place your cat(s) in a holding pen - we will only do this in an emergency, and not for longer than 12 hours. We cannot accept your booking without you agreeing to this.

13. Only cats from the same household can share rooms. For example - we cannot board your cat(s) with your friend's cat(s).

14. Our insurance only covers your cat(s) in case of an accident whilst in our care. It does not cover any pre-existing medical conditions.

15. **CANCELLATIONS POLICY**: Any cancellations must be done via email or phone. If the cancellation is received 2 weeks or more prior to start of boarding, we will only retain the non-refundable deposit. If the cancellation is received up to 1 week prior to start of boarding, 50% of the balance will be invoiced and must be settled within 1 month from invoice date. If the cancellation is received less than 1 week prior to start of boarding, the whole balance amount will be invoiced and must be settled within 1 month from invoice date.

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16. **NO SHOW POLICY**: If you do not show up for check-in on the agreed date and time, and no contact is made with us either by yourself or your nominated emergency contact, we will hold your room for 4 days (including the agreed day of arrival). If you do not check in during these 4 days, your booking will be deemed cancelled. The balance of the full booking cost will be invoiced and must be settled within 30 days from invoice date.
17. **NO COLLECTION POLICY**: if your cat(s) is/are not collected on the agreed date, and no communication is received either from yourself or your nominated emergency contact within 1 week after the agreed check-out date, we reserve the right to rehome your cat(s) at our discretion.
18. Please note that your cats are boarded solely at your risk.
19. You are liable for any damage caused by your cat(s) whilst in our care.
20. If your cat has any history of aggressive or vicious behaviour (towards anyone & anything!), such information must be disclosed on the booking form.
21. If your cats fight and we have to separate them, the cost of extra boarding will be invoiced and must be settled upon check out. We will consult you about this, but if you insist on keeping your warring cats in the same room, we cannot be held liable for any damage they cause to each other (through fighting) or themselves (due to stress). You will be liable for any damage they cause to equipment and people.

I hereby confirm that I have read, understood, and agree to,  
all of the above terms and conditions.

**Name** .....

**Signature** .....

**Date** .....

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