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**BOOKING INFORMATION**

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| Thank you for your **CONFIRMED** bookingwhich is detailed on the covering letter. If you need to **cancel or change** the booking then please let us know as soon as possible, to ensure that you are correctly charged. Please also note our cancellation policy. The reply slip and your first payment (plus any registration details requested) should be sent back to us by the date indicated on the covering letter. **Vaccinations and/ or boosters** **must normally be completed 2 weeks ahead of boarding** and vaccinations cards brought at time of boarding. Unfortunately, if vaccinations are out of date then boarding is normally not possible. Regular preventative treatments should be up to date. |
| **Reception Times****Every morning**Monday, Thursday, Friday. Sunday**4.30 - 5.30 pm**  **9 - 10 am** **Personal Appointments** may be available instead of reception times but these must be pre-booked so we can ensure someone trained in reception and able to ensure the needs of your cat are identified or reported back correctly is available to meet you. Appointments, for a specific time, can be booked from 7.45am to 7.15pm Monday to Friday. Appointment times may be chargeable (£5) depending on the time of day you are requesting. **Collection/Delivery** is available as a chargeable service, on weekday mornings. Please ask for details.We would appreciate it if you could avoid coming to the cattery outwith reception times unless you have an appointment time or have phoned ahead. We are 0.75 miles off the main A82 and would not wish you to make the journey down here unless we have arranged for someone to be in the cattery area to greet you. |
| **Payment/ Rates**A “First Payment” is required in advance, with the balance payable on departure. Payment can be made by cash, cheque (payable to “Highland Cats”) or Bank Transfer (*Co-operative Bank 08-92-50 68435727).* Please quotesurname and booking reference when making a bank transfer. Prices are per day, with a discount given for morning reception departures and afternoon reception arrivals. There is a minimum charge of 3 days (5 days in high season) and only cats from one household may be booked to share a Suite or Mews apartment.

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| TYPE | Normal occupancy | **Cost** per day | Additional cats sharing *(per cat/ day)* |  | Discount for upgrade*(per cat/ day)* | Reception Discount*AM departure**PM arrival*  | Long Stay Discount*Day 23 on* *(Per day)* |
| Studio | 1  | £10 | -£3 | -£2 |
| Suite | 2  | £15 | + £2.25 | Please ask | -£4.50 | -£4  |
| Mews | 3 + | £18.50 | -£4.50 | -£6 |

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| **What’s included?**We provide fresh quality food (Sheba foils and Iams dry kibble), plenty of freshly laundered bedding, long life premium litter (in large trays), clean bowls for every meal and a choice of toys and scratchers - but you are also welcome to bring your own food or bedding if your prefer (although this will not change the overall cost).Cats on a special diet or sensitive to change of food may wish to consider bringing their own supplies. These will be stored safely in their own locker, during their stay. We are happy to administer any medication supplied – although there is a small additional charge of £1 for injections that are time critical, out with normal working hours. Please consider bringing a small item with a smell of home to leave with your cat(s) as this will be comforting. However if this is a bed it should normally be washable or able to withstand any excesses - and toys with strings and feathers avoided. As we use a high quality clumping litter (Okoplus) you are welcome to bring a bag to take this home (if it remains in good condition). It has a normal life of 4 – 6 weeks. |
| **Special attention**We visit, clean, feed and take care of our guests at least 6 times a day. This includes our complimentary 3 - 5 minute **PURRDATE**, every day**.** In addition, we offer, for cats that love attention and/or who may be staying a bit longer, an extra 15 minute **SPECIAL** **FUSS**  session at lunchtime (£3.20). If this paid for session is not welcomed by your cat then it is rescheduled or cancelled (with no charge). We also offer half sessions. We include one complimentary SPECIAL FUSS session for our longer stay guests on the basis of one free session per complete 4 days beyond day 12.  |
| **Cancellation & Change****Our cancellation policy applies within 48 hours of the start of the booking process…**..irrespective of whether your booking is made by phone, email, online or text. Please always advise us of any cancellation or changes by text or email, even if you believe the booking was only tentative**.** Any changes made to bookings by you, or exceptionally by us on your behalf (as per our Terms of Boarding) will obviously affect the final balance.

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| **5 days or more** before arrival | No liability. Monies already paid returned in full. |
| **2 – 4 days** before arrival | £30 cancellation charge retained/ invoiced. Any remaining balance returned. |
| **0 – 48 hours** before arrival | £50 cancellation charge. Any remaining balance returned. |
| Early departures, once stay commenced | Up to 3 days of remaining boarding period |

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| **NEWS****Details of our latest news can be found on our website www.highlandcats.co.uk**Annual Holidays. Please note that the cattery will be closed from 16 January - 16 March 2017. |
| **More about Highland Cats**The cattery is owned and run by Gill McDonald and her team (Diane, Katrina, Amanda and Rhea). We are all cat owners ourselves – past and present – and treat all of guests in the way we would one of our own. Our aim is to provide the best of everything, ensuring a memorable and comfortable holiday.We are located **left** off the A82 from Inverness. After the Crematorium sign (pointing right) continue on the A82 and take next left (signposted for Loch Ness Country House Hotel). Keep left all the way down to the turning circle.. **Cats must be brought to and from the cattery in secure carriers and please always double check that carriers are safely shut and locked before opening any doors.**Sornum House Dunain Inverness IV3 8JN  **01463 715118 07545241885** **stay@sornum.co.uk** [www.sornum.co.uk](http://www.sornum.co.uk) |