

LEGAL

Terms of admission

Betty's Kattenhotel – conditions for a safe and pleasant stay.

Cancellation, later drop-off, earlier pick-up

- Cancellation within 7 days: 50% of boarding fees
- Cancellation on arrival day: full amount due
- Later drop-off or earlier pick-up: no refund

Liability

We take the greatest possible care of your cat(s), but the hotel is not liable for damage or costs resulting from illness, injury, loss or death of the guest animal. Consequential damages are excluded. You must provide all information needed for responsible care; you are liable for damage caused by missing or incorrect information.

Vaccination certificate

A valid vaccination certificate must be provided at drop-off. Without it we cannot admit the cat (infection risk).

Healthy animals only

Cats are checked on arrival. Sick cats cannot be admitted (legal requirement).

Neutering

Male cats must be neutered before the age of 7 months.

Diabetics & chronic cat flu

- We cannot board diabetic cats.
- We do not accept cats with chronic sneezing disease.

Vaccinations

- Injection against cat disease and cat flu at least 14 days before admission.
- Cat flu: valid 1 year · Cat disease (parvo/enteritis): valid 3 years.
- Intranasal Bordetella vaccine is not desirable.
- Chlamydia vaccination is not required.

Valid vaccination does not guarantee absence of flu or giardia.

Fleas and worms

Cats must be flea-treated (not Stronghold; we recommend Vectra) and wormed with Milbemax or a vet-advised product.

Quarantine

If admission requirements are not met, quarantine may be possible if space allows, at extra rates (see Rates).

Payment

- Full boarding fee due at drop-off.
- Debit free · Credit card +2.5%.
- No refund for earlier pick-up or later drop-off.

Veterinary care

If medical care is needed (as assessed by the hotel), it will be provided by our associated practice. Costs are charged to the owner.

Drop-off and pick-up times

By appointment during opening hours only. Flight delays: collect the next day (not Sunday). If you miss Saturday noon, the next slot is Monday (except holidays/closures).

Thank you for trusting Betty's Cat Hotel.