

# Orchard End Cattery Policies and Procedures

(Updated January 2025)

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## **Orchard End Cattery Policy and Procedures**

Please take a moment to familiarise yourself with our policies and procedures. These policies are important for the safety and comfort of our guests. We strive to provide our guests with the highest quality of care and welcome any questions or concerns you may have about any of the policies outlined below.

- **Reservations and Cancellations**

Given the popularity of our cattery, we strongly recommend making a reservation in advance if you plan on being away.

Bookings can be made from our website:

[www.orchardendcattery.co.uk](http://www.orchardendcattery.co.uk) or by email:

[orchardendcattery@hotmail.com](mailto:orchardendcattery@hotmail.com) or by telephone:

077197 34761

This will ensure that your cat will be able to stay in their preferred suite and fully enjoy their experience at Orchard End. Suite availability changes daily. We can advise you on what suites are currently available and help you with booking your preferred suite.

Orchard End Cattery does not take deposits, however, there is a late cancellation policy. If a cancellation is made within 14 days of the booked arrival date we reserve the right to charge the full cost, but we will refund you for any days we subsequently fill. We respect our clients have busy lives and things change frequently. We are sure you will show us the same respect when making reservations and avoid disruptions to our booking process.

- **Forms**

For your convenience and to save time during check in, guest registration forms will be sent for completion and return following an initial booking request.

- **Contact Information**

It is important that you provide accurate and detailed information on how you can be reached if we need to contact you when you are away. If you are not available during the period of your cat's stay, we ask for you to provide an emergency contact in your absence. Please ensure that they have your approval to make decisions on caring for your cat in the case of an emergency. All data is held subject to the latest legislation (see our Privacy Statement) which will be respected.

- **Opening Times:**

We are open 7 days a week and operate on an appointment only basis.

Generally this would be between the hours 10.00 am to 6.00 pm Mon – Fri, or 10.00 am to 1.00pm weekends.

During check-in, you will be asked to review the details of your cat's stay with us. This will be recorded on forms that we complete during your cat's stay. The forms

outline your instructions for diet and medication as well as any special care, welfare or behavioural issues we should be aware of.

- **General terms and conditions when booking your cat in with us.**
- All cats must be vaccinated to current requirements, and a valid certificate must accompany the cat on arrival. OEC reserves the right to decline the booking of any cat that is not fully protected by the necessary vaccinations
- Full information requested on our Registration form must be completed, including emergency contact details of an adult in the UK.
- Bookings will be a minimum of 3 days/2 nights
- Should your cat fall ill during its stay and we have to involve a vet, all fees incurred will be payable upon collection.
- The Registration form should be completed and returned to us before confirmation of availability and your booking can be made.
- Payment for all stays are to be made by either Card, Cash or Cheque or Bank Transfer.
- Non payment after 14 days will be considered as a debt and proceedings will be commenced for the recovery on any outstanding fees and costs. Any legal fees accrued will also be added to the debt for recovery
- Rates are charged per day and so day of arrival and departure are chargeable.
- **Health Requirements**
- Vaccination certificates must be seen prior to commencement of boarding. Details are retained on each individual cat's file.
- Clients are asked to confirm the cat is protected against parasites and to give consent that if any are found on the cat during boarding, we reserve the right to administer the appropriate treatment with veterinary advice and be reimbursed for the cost. This information is recorded on each cat's file.
- OEC reserves the right to decline the booking of any cat that is not fully protected by the necessary vaccinations
- The licence holder will report any concern over health to the owner while boarding, and if necessary, will take the cat to the licence holders registered veterinary practice - Langport Veterinary Centre, Regency House Bow St, Langport TA10 9PS.

### **Your Cat's Health During its Stay With Us**

A general visual health and wellbeing check for boarding cats will be undertaken on the first day of each boarding period, where possible and without causing stress to the cat. Cats will be constantly monitored for any changes as well as their eating habits, faeces, behaviour, appearance, lethargy, temperature (if there is reason for concern).

Any issues of concern will be recorded and communicated to the owner. Veterinary advice will be sought as necessary and the owner or emergency contact will be kept

informed of any necessary medical interventions.

Longer stays, over three weeks or more, will involve operation of our Long Stay Procedure, available on request.

### **Medication**

If your cat is on any form of medication, this will be administered following your instructions. We encourage you to keep prescriptions in their original containers which will confirm the correct medication and dosage. There is a £1.00/day charge for administering medication. All medication will be stored as per any instructions on the medication container. Records of medication administered will be kept.

- **Personal Items & Toys**

Personal items and toys are allowed and encouraged to help each guest feel more at home during their stay with us. These will be returned on departure.

- **Un-Neutered Cats**

For the comfort of all our guests, un-neutered cats of seven months age or more are not permitted in the cattery except in exceptional circumstances. If the presence of an un-neutered cat is detected in the cattery, the cat will be moved to the isolation suite away from our other guests and additional charges will be applied.

- **Environmental Policy**

Orchard End Cattery accepts its environmental responsibility to the society and future generations. The cattery is committed to its environmental and social responsibilities based on principles of sustainable development.

Environmental considerations go hand in hand with a care and love of animals and our local and global community. We work to introduce, improve and develop methods to support the following:

- Maintenance and development of habitats.
- Reduction in use of electricity through efficiencies and the introduction of energy efficient heating and temperature control
- Exploration of recycling opportunities in purchase, sale and use.
- Source, use and offer for sale materials that support our environmental aims, where their use does not compromise the standards of care and hygiene that are required by our customers.
- Reduction in use of water through efficiencies and introduction of alternative sources e.g. collection of rainwater.
- We aim to achieve this with the direct involvement and support of our contractors.
- We aim to keep our environmental successes as part of our marketing for the business as a whole.

- **Quality Policy**

Orchard End Cattery aims to ensure that the quality of services we deliver remains at the centre of everything we do. Quality means the welfare, happiness and health of all animals in our care and the delivery of excellent service to our customers, before, during and at the end of their stay with us

We work to introduce, improve and develop methods to support the quality of the service we deliver:

- Training and development to be able to apply and deliver high standards of animal care.
- Continual development of knowledge to maintain an up to date delivery of health and welfare through use of close contact with Veterinary Practices Locally, Membership of Trade Associations, Connections with Animal Colleges and appropriate magazines and press.
- Application of knowledge through development and delivery of methods of work.
- The correct collection, recording and application of client's instructions regarding the pets in our care.
- The correct explanation of our requirements (e.g. vaccinations, prices, opening times) in a friendly and knowledgeable manner.
- Continuous Improvement by a review process.

Any complaint about our services should be made in writing by post or email to us. A complaint will be investigated and a full written response will be issued within 14 days of the receipt of the complaint. If necessary, the complaint can be taken to the Licensing Authority, Somerset Council.

- **Licensing and Legal Guidance**

Orchard End Cattery (Licence Number – A01/000283) is fully licenced to 5 star level with Somerset Council, in accordance with The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018.

The Guidelines adhere to legal requirements set out under the Animal Boarding Establishments Act 1963 and the Animal Welfare Act 2006.

**Animal Boarding Establishments Act 1963**

The 1963 Act requires anyone who wishes to keep a boarding establishment (i.e. in this context a cat boarding establishment) to be licensed by the local authority and abide by the conditions of the licence. If they do not, they are in breach of the law.

In particular the local authority will consider the ability of the establishment to ensure:

- Accommodation is suitable with respect to its construction, size, number of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness,
- Adequate supply of suitable food, drink and bedding material for the animals and that they are adequately exercised, and visited at suitable intervals,
- All reasonable precautions are taken to prevent and control the spread of infectious or contagious diseases, including the provision of isolation facilities,
- Appropriate steps are taken for the protection of animals in the case of fire or another emergency,
- A detailed register is maintained of any animals received into the establishment, that

is available for inspection at all times.

Those responsible for a cattery must ensure that a copy of the licence and its conditions (maximum number of cats and number of holding units) is displayed prominently in the boarding establishment.

No animals other than cats are to be boarded within the licensed facilities without the written approval of the local authority.

### **Animal Welfare Act 2006**

Sections 1 and 2 of the 2006 Act set out which animals are protected. This includes any animal (vertebrate) other than man (section 1) which is commonly domesticated in the British Isles, or under the control of man whether on a permanent or temporary basis or is not living in a wild state (section 2). Thus cats and kittens are protected by this piece of legislation. Section 3 of the 2006 Act sets out who can be found to be responsible for an animal and this includes on a permanent or temporary basis as well as being in charge of it or owning it. Therefore, the establishment owner as well as their employees can be found liable under this piece of legislation.

No one under the age of 16 years can be deemed to be responsible for an animal. Section 4 of the 2006 Act sets out offences concerning unnecessary suffering. An offence is committed here if someone's act or failure to act causes an animal to suffer, whether the person knew (or ought to have reasonably known) that the act (or failure to act) was likely to cause such suffering – it is still an offence as the suffering was unnecessary.

An offence can also be committed whereby someone permits this to happen. Again, this can apply to not just employees of an establishment but also an owner. In particular the suffering may be deemed unnecessary if it could reasonably have been avoided or reduced, if it was not in compliance with relevant legislation, licence, or codes of good practice, if it was not for a legitimate purpose, if it was not proportionate, if it was not the conduct of a reasonably competent and humane person.

Under Section 9 of the 2006 Act those responsible for animals (in England and Wales) have a duty to ensure reasonable steps are taken to ensure the welfare needs of the animals are met to the extent required by good practice. This includes:

- The need for a suitable environment
- The need for a suitable diet
- The need for the cat to be able to exhibit a normal behaviour pattern
- Any need for the cat to be housed with, or apart from other animals
- The need for a cat to be protected from pain, suffering, injury and disease.

Orchard End Cattery aims to deliver services and accommodation that reach the 'higher standard' of the The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 (DEFRA)

- **Training and Qualifications**

The Licence Holder is fully qualified with an Ofqual Level 3 Diploma in Feline Welfare Care, Behaviour and Welfare (July 2019). This certificate is displayed on the wall of the site office.

This qualification covers:

- Feline Anatomy and Physiology
- Feline Evolution
- Feline Handling and Transportation
- Feline Nutrition
- Feline Care
- Feline Care in Catteries
- Feline Behaviour and Psychology
- Felines and the Law

All staff who handle and care for cats are trained in ensuring the cats' welfare (as per the Animal Welfare Act) as well as their safe handling.

All staff are briefed on emergency procedures, general handling and care procedures along with any updates to operating procedures and policies made throughout the year.

- **Housing**

- Our cattery comprises of 12 double suites in a landscaped garden setting overlooking far reaching countryside views.
- Purpose designed and built to exceed DEFRA (2018 - Higher Standard) and Feline Advisory Bureau specifications.
- Designed and manufactured in Sustainable Timber Frame by specialist producer, Prestige Pet Homes, each suite is light, airy, hygienic and comfortable.
- The sleeping quarters are fabricated in U-PVC to maintain hygiene and cleanliness.
- Every suite has a view onto our wild flower meadow and is safely positioned within easy reach of our home.
- The wild flower meadow contains over 40 species of plants which attract insects, birds and other wildlife to keep the cats entertained.
- The cattery is monitored 24 hours a day by CCTV cameras and any activity is recorded and stored for a rolling 28 day period.
- Individual digitally thermostatically controlled panel heating in all suites.
- Individual air conditioning units for periods of hot weather
- All suites are well-lit and ventilated.
- The suites are well-equipped with bedding, feeding area and litter trays for each cat
- Each suite also allows for the cat's enrichment and exercise needs through provision of shelving, ramps, climbing areas and toys.

- Full height, width barriers between each suite
- An isolation suite is available for any cat needing isolation from other animals.
- The construction allows for straight forward hygiene management
- Ancillary facilities including a separate kitchen with hot and cold running water and refrigeration for food, hand-washing facilities for staff and a cleaning area.
- Cats from different households will never share a unit.

All suites are equipped with one litter tray per cat. Litter trays are filled with appropriate environmentally friendly cat litter and are situated at least 60cm distance from the resting and feeding areas.

Litter trays are cleaned a minimum of twice a day and monitored for additional cleaning throughout the day.

Each suite is equipped with sleeping unit, with adequate hiding space, access to the exercise area is via cat flap in a walk-in style area, if your cat is not accustomed to cat flaps the door can be left open between the sleeping and exercise area.

These have been designed so cats can exercise and be handled whilst in a standing position within the unit.

Each suite has an individual digital thermostatically controlled panel heater in the sleeping area which is maintained to between 15 and 26 degrees depending on breed. Typically, temperatures will be set no lower than 18 degrees Celsius.

Each suite has its own air conditioning unit for very hot periods

Depending on the breed, different heating or cooling levels can be easily achieved.

Lighting within the cattery is natural light as far as possible during the day, with lights turned on at dusk each day and lights out at bedtime each night.

Windows at the front of the cattery are fitted with mesh panels to ensure fresh air flow through the building and prevent humidity, however, each opening also has a clear perspex panel which is inserted in cold weather to prevent draughts.

- **Food and Drink**

Each cat is fed according to the owner's instructions with a minimum of 2 meals per day and taking into account the cats' dietary needs. Orchard End Cattery will provide a variety of wet and dry food providing it is not a specialist food.

Any specialist food requirements will need to be provided by the owners and discussed at the time of booking.

Water will be changed at least once daily or more if visibly soiled. Water bowls are positioned at a suitable distance from cat litter trays and separate from food bowls. One water bowl is provided for each cat in any suite.



Food and water intake is monitored and recorded on a daily basis with any concerns raised with owners or in the event of non-contact with the owners or emergency contact, a vet may also be consulted.

- **Security**

**As well as the cattery being locked at all times when staff are not directly present in the premises Orchard End Cattery has a fully operational CCTV system running 24 hours a day 7 days a week. This includes internal cameras and cameras around the site. The system records for a rotating 28 day period so any issue that requires investigation can be watched within that time. The software is also on the owners mobile phones and accessible at any time.**

- **General Welfare and Monitoring**

The cattery environment will be as calm and quiet as possible with any equipment which may provide noise located as far away from guests as possible.

Cats are provided with hiding spaces enabling them to remove themselves from view of other cats if necessary. In the cat suites we have completely opaque sneeze barriers between each suite, allowing privacy and seclusion, lower parts of the barriers are uPVC panels so as to reduce stress.

Cats will be monitored and recorded at regular intervals during the day, typically every 2 – 2.5 hours. Monitoring covers food and fluid intake, elimination, behaviour, grooming, play and medication administration if necessary.

At night, all cats will be checked twice between 18:00hrs and 08:00hrs on a daily basis.

All monitoring is recorded and documented.

On arrival we will determine from the owner the individual preferences of each cat and ensure we tailor our care individually. If so wished, regular updates (email/text/WhatsApp) and photos will be sent to the owners during their cat's stay.

Enclosed hiding places (usually igloo type beds) are provided for cats to remove themselves should they wish to avoid human contact.

Cats are always handled appropriately to suit the requirements of the individual cat, taking into account their age and any disability. Cats are never picked up by the scruff of the neck.

Where cats require wiping of eyes, grooming or other cleaning regimes, these will be carried out frequently enough to keep the cat clean and comfortable providing it is safe to do so. Disposable gloves are worn and disposed of after each contact.

Hand sanitiser gel is available in all cat care areas. Hand gel must be used between handling of each cat. Disposable gloves are worn and disposed of for individual cats and when preparing food and cleaning individual suites and other areas of the cattery.

Kittens and young cats are handled before adult cats

Cats in multi-cat suites will be monitored to ensure that they continue to cohabit harmoniously. In the event that cats are becoming stressed in a shared situation, the licence

holder will assess whether moving a cat to a separate suite would be beneficial.

In these instance's the owner will always be contacted. All multi-cat suites are equipped with multiple feeding bowls, litter trays and sleeping areas appropriate to the number of cats.

- **Record Keeping**

A register will be kept of all cats boarded and available to local authority inspectors if requested. Records are kept for a minimum of 36 months. Owners are required to give details of any insurance policies and any medical conditions or history when booking their cat in to stay.

All monitoring of cats' food fluid intake, elimination, behaviour, medication administration, general observations and anything else that is felt necessary is documented individually for each cat. Each record will be available for owners to look at upon collection if requested.

- **Prevention of Infection & Disease**

Full attention will be given to ensuring that the risk of transmitting infection and/or disease between animals is minimised.

OEC has a Preventative Healthcare Plan created with our own vet to ensure best practice in the prevention of infection and disease. This is available on request.

The cattery procedure dictates that no cats will be allowed to mix with others unless from the same household.

Only staff are permitted to access the cattery, cat owners permitted by appointment during drop off, collection or initial viewing.

Where there is concern over the health of a cat, that cat will be handled last. An isolation suite is provided at the far end of the cattery, separated to the required standard and with a separate entrance.

- **Hygiene and Cleaning**

All suites will be thoroughly cleaned daily with a DEFRA approved disinfectant. Safe 4 is the preferred disinfecting agent.

Regular monitoring of the cleanliness of each suite will be made during a cat's stay with any accidents, spillages or other dirt cleaned immediately.

Bedding, litter trays and feeding bowls will be kept clean and washed or replaced as appropriate.

All obvious food waste, soiled litter other soiled matter will be removed.

Litter trays and feeding bowls are always washed and disinfected separately.

Litter trays are cleaned when necessary.

Each suite is equipped with a separate dustpan, brush and scoop.

All suites including contents (bedding etc) are fully cleaned and disinfected prior to being used for another cat. Scratch posts and toys are cleaned and disinfected or disposed of before each new cat arrives.

Any toys provided by the owner will be returned with the cat.

Every suite is deep cleaned at the end of a cat's stay and disinfected with a DEFRA approved disinfectant in accordance with the cattery Cleaning Policy and allowed to air dry.

Disposable gloves are used and disposed of after each and every clean.

- **Veterinary Treatment and Medication Administration**

If a cat should require veterinary treatment during their stay, we will attempt to contact the owner and/or their emergency contact before making an appointment with the vet.

It is the owner's responsibility to ensure that somebody who can advocate for their cat is able to respond to us immediately in case of an emergency.

If we cannot contact the owner or advocate and we believe that the cat needs medical attention urgently, we will make an appointment with our approved vet and refer all decisions to them.

We are not financially responsible for any medical bills that arise during your cat's stay at Orchard End Cattery.

All veterinary fees are the responsibility of the client and will be payable at the time of departure.

If medication is necessary, it will be given according to the dosage and frequency details set out on the medical form completed by the owner on arrival. If, during a cat's stay, medication is prescribed, it will be administered by cattery staff. All administered medication is recorded. A £1.00 per day fee is charged for any administration of medication.

Medication will only be used for the cat for which it is prescribed and following a veterinary surgeon's instructions.

Medications will be clearly labelled and stored safely in a closed box clearly labelled and at the correct temperature.

All unused medicines will be returned to the owner on departure.

- **Transportation**

In the event of Orchard End Cattery having to transport a cat to the vet for treatment, the vehicle used will be considered an extension of the cattery site and will be subject to the same regulations for cleanliness and safety as the cattery building. We are insured for the transit of animals in the vehicle.

No cat will be transported without the use of a suitable, lockable carrier box.

No cat will be left unattended in the vehicle or kept in the vehicle other than during the transportation.

- Car Parking

Orchard End Cattery has its own car parking facility on site, for two customer cars. Parking is at the owners own risk. Visitors are asked to park with consideration for others using the facility.

- Specialist Breeds

The licence holder for Orchard End Cattery is fully qualified with an Ofqual Level 3 Diploma in Feline Care, Behaviour and Welfare. Part of this qualification covers the variety of different feline breeds, such as Ragdoll, Maine Coon, Norwegian Forest, Persian, Siamese and other breeds. There are different physiological needs between different breeds and these are understood by the licence holder.

- Escape of a cat during boarding

Orchard End Cattery is designed and managed as secure premises. All external doors are lockable from both inside and outside. There is a security corridor between the external doors and the individual cat suites. Doors to individual cat suites are fitted with bolt locks and butterfly keeps externally. Butterfly keeps are fitted inside the suite on the inside of each door. All openings are clear so cats behind doors can be easily seen if present and near the opening. Any visitors are accompanied by the License holder. No suite door is opened unless the two external doors are checked to be fully closed and secured from the inside (access is therefore denied if an additional person wants to enter the cattery in this way). All vertical openings are secured with wire mesh that is scratch proof. The removable windows in the security corridor may be taken down in warm weather, but the openings here are also covered with mesh.

In the highly unusual event of a cat escaping the following procedure will be followed:

- The owners/emergency contact will be contacted immediately
- An immediate search of the local area will be undertaken
- Immediate neighbours will be informed
- The local animal rescue centres will be contacted immediately (St Giles, RSPCA)
- Public notices will be posted

- **Local vet practices will be contacted**
  - **Social Media will be used to report the missing cat including Facebook and Nextdoor**
  - **The local authority will also be contacted**
  - **Our Insurers will be notified**
  - **The owners will continue to be updated on a regular basis**
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- **Death of a cat during boarding**

Orchard End Cattery puts the welfare of its boarding cats at the centre of its services. Any death of a cat in the cattery is likely to be sudden and without warning as any signs of illness would have been reported to the owner and veterinary advice sought at an earlier stage.

Any death will be reported to the owner at once.

Initially the deceased cat would be moved to the isolation suite. Arrangements would then be made to transport the deceased cat either to the owner's preferred vet, or to the cattery's approved vet for storage until the owners have been fully consulted on the next steps, usually collection or cremation.

In the case of a terminally ill cat only a veterinarian can euthanise a cat, and if possible, this would be carried out with the owners/emergency contact's consent.

Unless imperative for the welfare of the cat, euthanasia must not take place until consent is given by the owner or nominated contact.

The licence holder will keep a record of any euthanasia and the identity of the qualified veterinarian that carried it out.

**Jenny Roxburgh**

**Licence Holder and Owner**

**January 2025**