Apple Tree Cattery is a licenced cattery owned and operated by Jackie & Ian Camm. We are licenced by **Broxtowe Borough Council** to board up to **26** cats. Our licence number is **24/00545/EHAB**. We are located at **165 Nottingham Road, Trowell, Nottingham, NG9 3PN** and can be contacted via **+44 794 790 2227**. Booking forms and policies are also available on our website at **apple-tree-cattery.co.uk**.

This document describes our operational policies and may be updated from time to time. Customer contractual terms are set out in our Booking Form and Terms & Conditions which can be found on our website (apple-tree-cattery.co.uk). This document was last reviewed 01 January 2026.

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Records Policy

All current information forms and daily monitoring programme forms will be kept for 3 years in accordance with our licence issued by Broxtowe Borough Council. Any electronic forms are also backed-up and kept for 3 years.

Staff Training Policy

All staff at Apple Tree Cattery undergo training to provide the best possible care for your cat(s). Senior staff undergo individual training and are expected to continually develop their professional skills by reviewing the best practices and information regularly, this information is then placed into a booklet that provides all relevant training, policies and information. A record of all websites, courses, books, etc is kept for record purposes only.

New staff members go through an induction day, where thorough training takes place. They will also be provided with a booklet that details all relevant information and policies at Apple Tree Cattery and will be regularly updated to reduce the risk of knowledge gaps, as well as regular training sessions will take place every 3 months to ensure that all staff have the best and up-to-date knowledge.

Staff caring for cats must either:

- Hold a formal qualification, such as Level 2 Qualification and Examination (Ofqual) regulated qualification appropriate for their role.
- Show they have the relevant and sufficient knowledge and experience.

What does our staff training cover?

Our staff training covers:

- Animal welfare, including recognising poor welfare
- Animal handling
- Animal behaviour
- Cleanliness and hygiene
- Feeding and food preparation
- Disease prevention and control
- Recognition and first-aid treatment of sick or injured animals

Pest Control Records

Records of recommendations must be logged in the pest control file by the contractor and/or in-house expert, and all records of action to be taken are maintained. Any recommendation(s) could be for the contractor to review during future visits to Apple Tree Cattery to review/complete and sign off. The actions could require us to carry out immediate repairs, modifications and/or other actions to minimise the risk of pest ingress/infestation.

Enrichment Policy

At Apple Tree Cattery, we try our hardest to provide the very best care for your cat(s) during their stay with us. We truly believe that the cats are much happier with lots of stimulation.

Suite size

Our double suites are the size of most family suites in other local catteries, our family suites, therefore, are even bigger!

Enrichment and entertainment

We ensure that there is lots to stimulate your cat(s) within each suite, from scratch posts, climbing trees, interactive toys, to perching shelves and hidey-holes. All toys, climbing frames and posts are thoroughly cleaned during your cat(s) stay – we firmly believe that the cats are much happier with lots of stimulation so at Apple Tree Cattery, the suites have a less 'clinical' and more 'homely' feel to them. Music is also always played to provide additional comfort to our guests.

Love and affection

We feel it's important that during their stay with us, each cat feels loved, cared for, and respected according to their individual needs, so we take the time to get to know your cat(s) and understand what they need from us. If they only want to be chatted to, that's fine - we give them space and privacy if that's what they prefer. If they don't like to be picked up or handled, we respect their wishes. If they like to be groomed, we'll incorporate that into their routine. Whatever their need, we will spend quality one-to-one time with your cat on a regular basis throughout the day

Personal care and attention

We recognise that sometimes your cat may have very special personal care needs, either due to their age, disability or even, on occasion, their background, if they are former rescues or have been strays. We have extensive experience of this, having previously fostered for Cats Protection and are happy where we can adjust the layout of our suites if necessary to accommodate this. This includes giving oral medication and injections if they are needed and we are fully qualified to do this, so rest assured that if your cat has any medical needs, we can support this.

That little bit extra

We pride ourselves that we go above and beyond to make sure your cat(s) have an enjoyable stay with us, and that you, as owners, are comfortable leaving your feline family in our care. Unless we are specifically instructed against it, we provide treats, just as you would at home, such as fresh chicken, tuna, prawns, dreamies, lick-e-lix, etc. We'll also provide you with updates and photos whilst you are away

Temperature monitoring

We also monitor the temperature of the cattery to ensure it is never too cold or too hot. If the cattery becomes less than 18 degrees Celsius, we will heat up the cattery to 18 – 21 degrees Celsius, which is purrfect for cats

Available foods

We have a variety of choice for food that our clients can select from. The chosen foods will be the only foods that are provided to our guests. We will feed your cat(s) as frequently as requested on the current information form.

Daily Monitoring

We take regular observations of behaviour and condition of the cats in our care. These observations are recorded throughout the day. Any changes in behaviour are noted and steps are taken to address any issues that may arise.

Staff regularly monitor your cat(s) health and behaviour through our daily monitoring programme. They must provide a rating for:

- **Appetite** – Good / average / poor / not eating
- **Stools** – Normal / loose / diarrhoea / bloody / none
- **Urine** – Normal / excessive / strong odour / bloody / none

- **Litterbox** - Uses litterbox / urine outside of litterbox and/or stool outside of litterbox
- **Vomiting** – Food / bile / hairball / blood / none
- **General health** – Sneezing / coughing / nose (discharge) / eyes (discharge) / ears (discharge)
- **Overall behaviour** - Friendly / playful / scared / timid / calm / depressed / temperamental / anxious / excessively vocal / tips food/water dishes / stressed / aggressive towards others (if sharing a suite with other cats from the same household)

Any problems or concerns regarding health, behaviour or welfare are noted and addressed. We also have scales for cats staying longer than 3 weeks.

Changes in behaviour will be recorded and acted upon if there are signs of suffering, stress, fear, aggression, or anxiety. The advice and further advice, if necessary, of a vet will be sought and followed.

Feeding Policy

Apple Tree Cattery provides a wide variety of food for cats included in the price of the cat(s) stay. Owners select which foods are given to their cats individually, they also are required to specify how frequently the cat is fed.

We provide:

Wet Food	Dry Food	Fresh Food & Treats
Applaws	Harringtons	Beef
Encore	Hill's Science Plan	Chicken
Felix/As Good As It Looks	Iams	Fish
Gourmet (Other)	James Wellbeloved	Ham
Harringtons	Perfect Fit	Prawns
Iams	Purina One	Treats
James Wellbeloved	Royal Canin (Please Specify)	Tuna
Lily's Kitchen	Whiskas/Go Cat	
Purina		
Royal Canin (Please Specify)		
Sheba		
Whiskas		

Owners are asked to specify any other foods that the cat may eat, as well as if the cat is on a prescription diet. We can provide certain veterinary prescription diets, but not all. Owners are advised to either provide the prescription diets themselves or call to check what Apple Tree Cattery has in stock.

Cats will be fed in accordance with what the Owner has specified on the current information sheet which is available on the door of then pen.

Cats will **NOT** be fed cheese, alcohol, chocolate, raw meat, raw eggs, raw fish, grapes, raisins, onions, garlic, or xylitol.

Cleaning Policy

To ensure that all cats have a pleasant and safe stay with us, we clean all pens daily. Aprons and latex gloves must be worn during cleaning of each pen. These will then be immediately disposed of upon leaving the pen to reduce the risk of contamination. Cleaning takes place every morning.

All bedding is to be inspected. If found wet or soiled, it will be placed in the washing machine immediately to be washed thoroughly and/or replaced as needed. Beds are given a good brush down and pillow slips are changed if they are dirty.

Litter trays are cleaned and emptied as needed, then disinfected and cleaned with our specified products. Once dry, they are then sprayed with our specified products and left to dry again.

All surfaces are sprayed to reduce the risk of infection.

Water bowls are removed, thoroughly cleaned and refilled. Any feeding bowls are placed in the dishwasher to be thoroughly cleaned.

During the cleaning process, the pen will be partitioned, and cats will be placed in the opposite partition whilst the cleaning takes place in the first partition. Once cleaning is complete within the first partition, the cats are then swapped into the now-clean partition, and cleaning begins in the second partition. Once cleaning is complete, the partition is removed, and the cats are allowed to roam freely throughout the entire pen once again.

Deep Cleaning

When cat(s) finish their stay with us, the pen is deep cleaned. This ensures that any bacteria left by the cat(s) is killed off before other cat(s) go into that pen.

The deep clean is similar to the regular clean, except all bedding will be taken out and washed. All litter trays are removed and sterilised and all food and water bowls are cleaned in a designated sink with our specified products. Skirting boards, windows, shelves, cat flaps and sneeze guards are sprayed and wiped thoroughly.

Specified Products

When cleaning our pens, we need to make sure that we are maintaining our high level of cleanliness. In order to ensure that we are maintaining this standard, we use the following products during our cleaning process:

- Formula H (A concentrated disinfectant – 1 part Formula H, 10 parts water) – Approved by vets (MAFF and DEFRA).

Transportation of Cats

Whilst your cat(s) are boarded with us, they will **NOT** be taken off site unless they need veterinary attention. Cats will be transported in individual, secure cat baskets, which will be labelled and have all the relevant information about the cat attached for identification.

No cats will be left in the car unattended at any time.

Prevention and controlling the spread of disease

Cats suffering from or suspected to be suffering from any infectious or contagious disease will **NOT** be accepted into the cattery. We reserve the right to refuse admission where a cat shows signs of illness and admitting them may pose a risk to other animals or staff. This is essential to help safeguard the health of all cats boarded with us.

Should a cat in our care begin to show signs of suffering from an infectious or contagious disease or illness, they will be immediately sent into our temporary quarantine pen where we will then consult a veterinarian. They may need to be transferred to our 24-hour veterinarian practice, **Priory Veterinary Group, 10A Derby Road, Beeston, Nottingham, NG9 2TJ**. If the Owner has provided their consent, we will do our very best to get in contact with them or their emergency contact.

One member of staff will be allocated to the quarantine block. This member of staff will not have any interactions with any other cats or access to the rest of the cattery. After cleaning the quarantine block, they will immediately change their clothes and place the dirty clothes in the washing machine alone to be washed thoroughly. They will also change their footwear.

All quarantine bedding, chemicals, bowls, etc will be kept in the block. These will not be moved and will only be handled by the member of staff assigned to the block. They will be washed thoroughly separately. This member of staff will be giving the needed attention to the cat(s). The allocated member of staff will be visiting the cat(s) every 30 minutes to ensure that they are getting the best possible care.

We do **NOT** allow kittens under 3 months old to boarded with us to help reduce the risk of spreading diseases.

Medical Treatment

When a trained first aider suspects a cat is ill or injured, contact with a veterinarian shall be made immediately. Apple Tree Cattery will record any instructions for treatment and seek further advice if there is an ongoing concern. Any preventative treatment will be given if written consent from the Owner has been provided, and under the direction of the vet.

Veterinarian details are displayed inside the cattery – name, address, telephone number and out of hours telephone number.

Apple Tree Cattery requires written consent from the Owner to state which veterinarian practice shall be used.

Medication must be only used with prior consent from the Owner or after a discussion with a veterinarian.

Records are also kept of all euthanasia's and the qualified veterinarian that carried it out.

Emergency Procedures

Loss of Electricity

In the event of a power cut, Jackie Camm (Owner) will be informed. Staff will ensure that any power sockets that would normally be in use are switched off to prevent a fire.

Staff will also ensure the following are turned off:

- Washing machine(s)
- Tumble dryer(s)
- Lights
- Heat lamps/heaters
- Fans

As soon as the power cut has become apparent, Jackie Camm (Owner) will begin to find out if the power cut is temporary or would requires someone to come out and fix the power supply.

If the cattery is warm and there is no access to fans, the staff will open the windows slightly to allow a fresh breeze of cooler air to flow through the cattery.

If the cattery is cold, the staff will ensure that all cats have appropriate bedding and blankets.

When the electricity comes back on, staff will turn back on all the essentials such as heaters/fans, washing machines, etc.

Loss of Water

In the event of water loss, cleaning will still be done as thoroughly as possible. Many bottles of water will be purchased in order to refill and keep all cats water bowls and buckets clean and fresh. Cleaning without water means no chemicals may be used. Spot cleaned will take place. Staff will use bottled water to scrub any urine/faeces needed. In the event that a pen needs a deep cleaning, staff will not put cat(s) in it until the water supply is back and has been cleaned thoroughly and properly.

When the water does return, all pens, floors and surfaces will be deep cleaned.

Extreme Circumstances

In the event of a fire or extreme circumstances, the cats shall be moved to a safe, secure, and comfortable location. Jackie/Ian Camm will not leave until all cats are accounted for and put into a safe environment.

We will try to contact as many clients as possible to see if they can collect their cat(s) early. If this is not possible, we will contact other local catteries and veterinary practices for emergency shelter – the client will be informed of their cats' new location and will be provided with constant updates regarding the situation.

Escape of Cat(s)

In the unlikely event of an escape of a cat(s), Jackie & Ian must be alerted immediately. Both shall come on-site as soon as possible. A plan will then be made in looking for the escapee(s). No staff are to leave the site without informing Jackie and/or Ian. The Owners shall be alerted, as well as local catteries and veterinarian practices. An investigation as to how the cat(s) escaped will be conducted, and measures will be put in place to prevent further escapes.

Death of a Cat

In the extremely sad event of a death of a cat, staff are to remain calm. Jackie shall take over the situation. Either the cats' vets or our own vets will be contacted, and we will begin to set up transport for the cat. A phone call will be made to the Owner (if consented), or the emergency contact informing them of the death. A thorough check will be conducted to determine if the death was caused at the fault of Apple Tree Cattery or not. If so, Apple Tree Cattery will take full responsibility, and any necessary measures will be put in place. The veterinarian practice may wish to do a post-mortem in which this decision will be handed over to either the Owner or the emergency contact.

Fees

All fees are to be charged on a 'per day' basis. This includes both the day of arrival and departure. This allows you to drop off and pick up your cat(s) at a time that suites you, within our opening hours.

Fees must be paid in full on the day of drop-off – a deposit must be provided prior to boarding.

Fees are inclusive of bedding, food and heating of your cat(s).

Fees can only be paid in cash.

Refunds

Refunds are assessed fairly. If we cannot provide the booked service, any refund takes account of services provided and reasonable costs. Where a customer cancels, retention or refund of payments is calculated under the cancellation terms below, without affecting statutory rights.

Cancellations

When a booking is cancelled, it is not always possible to re-let accommodation at short notice. Cancellation charges are applied to reflect the loss incurred due to unused accommodation.

- Deposits secure accommodation and are deducted from the total charge. Any sum retained after cancellation reflects a reasonable direct loss.
- Cancellations within four weeks may incur charges up to the booking total only where justified by our evidenced net loss.
- Costs saved and accommodation successfully re-let are taken into account. We can explain a cancellation charge on request.
- Bookings are not transferable; changes are subject to availability.
- Charges for early collection are calculated on the same fair basis.

Any additional costs incurred by us, such as flea or medical treatments, etc, must also be paid upon collection of your cat(s).

Vaccination Policy

All cats must be fully vaccinated, boosters must be done **2** weeks prior to boarding. Cats must be vaccinated for:

- Feline panleukopenia
- Feline parvovirus, also known as feline infectious enteritis.
- Feline respiratory viruses (feline herpesvirus and feline calicivirus)

A copy of the cats' latest vaccination card must be provided to Apple Tree Cattery upon boarding. All vaccines used must be licenced for use in the UK. Homeopathic vaccination is **NOT** acceptable.

Contingency Plan

Aim

The following outlines Apple Tree Cattery's intended response in the event of an emergency, and provides guidance on how we plan to:

- Respond to a major disruption to business activities (incident management).
- Maintain delivery of critical activities/services during an incident (business continuity).
- Return to 'business as usual' (resumption and recovery).

Objectives

This contingency plan outlines specific actions that will be undertaken in the event of an emergency or other significant incident (one that would not be regarded as 'business as usual'), or that causes major deviation from normal business processes.

Scope of the Plan

This plan outlines potential scenarios and routine emergencies relevant to the function of Apple Tree Cattery and its premises and outlines the required actions needed to maintain that function (business continuity) and to return to business-as-usual status. The plan also outlines any necessary temporary or permanent countermeasures that would need to be put in place to resume normal levels of service. Route cause investigation is out of scope for this plan.

Roles & Responsibilities

Role	Responsibility
Crisis Management Team (Proprietors)	Ensure that this contingency plan is reviewed (and where necessary, exercised and updated). Liaise with emergency key holders or support staff to communicate any crisis management arrangements. Liaise with customers and third parties (namely veterinarian practice(s), contractors, and emergency services as required).
Emergency Key Holders	To provide access to third parties and emergency services. To invoke the contingency plan in the absence of the Crisis Management Team.

Third Parties	To provide temporary accommodation and care to resident cats in the event of evacuation from Apple Tree Cattery premises.

ACTIVATION

This plan will be activated in response to an incident causing significant disruption to normal service delivery/business. Method of activation will be via direct telephone communication. Examples of circumstances triggering activation of this plan are outlined in section titled 'Hazards & Risks'.

HAZARDS & RISKS

Potential hazards and risks identified are as follows:

- Infectious disease or parasitical outbreak
- Fire
- Natural disaster – severe weather, flooding, heatwave, etc
- Burglary or intended damage to property (including structural damage)
- Loss of utilities – power, heating, water, etc

VETERINARY CARE

If Apple Tree Cattery is required to seek veterinary attention or require relocation of animals in its care, the following arrangements are in place:

Situation	During work hours	Out of hours
Routine medical or relocation	Priory Veterinary Group 10A Derby Road Beeston Nottingham NG9 2TJ +44 115 943 0898 Saint Leonard Veterinary Centre 134-136 Osmaston Road Derby DE1 2RF +44 133 234 5119	MiNightVet 10A Derby Road Beeston Nottingham NG9 2TJ +44 115 973 0898
Specialist treatment	Contact to be made with owner (or emergency contact if unreachable) and registered vet.	Contact to be made with owner (or emergency contact if unreachable) and registered vet. MiNightVet 10A Derby Road Beeston Nottingham NG9 2TJ +44 115 973 0898

Emergency contact details are recorded and rechecked on each occasion of boarding and if Apple Tree Cattery are unbale to reach a contact, we will seek veterinary attention in accordance with consent gathered at the time of booking and recorded on the booking form.

Evacuation

If full evacuation of the cattery premises was deemed necessary, the following arrangements are in place:

Requirement	Procedure
Temporary relocation (24 hours or less)	Relocation via carrier to proprietor domestic premises quarantine areas and proprietor runs. Cats from separate households will be segregated. Temporary pens will be erected.
Off-site relocation during incident containment or recovery (24 hours or more)	Clients will be notified. Cats will be transported to: Meow Hotel, Saint Leonard Veterinary Centre, 134-136 Osmaston Road, Derby, DE1 2RF, +44 113 234 5119. Local catteries will be notified. Local rescue centres will be contacted in the event of need for emergency fostering: • Lina's Cat Rescue • Gracie's Cat Rescue • Paws R Us Nottingham • Cat's Protection

Communications

In the event of an emergency, Apple Tree Cattery will communicate directly with the clients of guests in their care, or the designated emergency contact in the event of not being able to reach them. Emergency contact numbers are recorded on customer/resident files as part of the booking form process.

Specific arrangements for quarantine

If a cat in our care is ill and requires isolation, this will be provided using our standalone quarantine unit which is entirely separate from the main cattery unit. Protective clothing and footwear will be used when attending the quarantine unit, and if required, veterinary attention will be sought.

Emergency Checklist

In the event of an emergency, an action checklist can be found in Appendix A.

EMERGENCY CONTACT LIST

Person(s)	Address	Telephone
Proprietors	Jackie & Ian Camm Apple Tree Cattery 165 Nottingham Road Trowell Nottingham NG9 3PN	Home: [REDACTED] Mobile: +44 794 790 2227
Emergency Key Holder/Deputy Crisis Management	Details of emergency key holders and deputy crisis management contacts are held securely on-site and are available to authorised persons and inspectors upon request.	
Local Animal Welfare & Rescue Organisations	Cat's Protection (Derby)	+44 133 282 4950
	Environmental Health Animal Welfare	+44 115 917 2382
Veterinarians	Priory Veterinary Group 10A Derby Road Beeston Nottingham NG9 2TJ	+44 115 943 0898
	Ambivet Veterinary Group 24 Mundy Street Heanor Derby DE75 7EB	+44 177 371 7780
Local Catteries	Windermere Cattery 271 Trowell Road Nottingham NG8 2FE	+44 115 928 5430
	Glaisdale Cat Lodge 91 Graylands Road Nottingham NG8 4FF	+44 115 887 0311
Emergency Services	Ilkeston Police Station (Derbyshire Constabulary) 11 Heanor Road Ilkeston DE7 8DY	+44 345 123 3333
	Queens Medical Centre (NHS) Derby Road Lenton Nottingham NG7 2UH	+44 115 924 9924
	Stapleford Fire Station 12 Pinford Lane Stapeford Nottingham NG9 8DL	+44 115 949 0555
	Emergency Services	+44 999
	Non-emergency Police	+44 101
	Non-emergency NHS	+44 111

Appendix A – Emergency Checklist

Action	Notes	Completed
Assess the situation and level of communication required.		☐
Do you require support from the emergency services?		☐
Do you require evacuation assistance?		☐
Do you have incoming boarders that will be affected by this incident?		☐
Do you require support in contacting customers?		☐

Action (within 12 to 24 hours)	Notes	Completed
Do you need to engage any third-party contractors?		☐
Assess impact on function over the next 72 hours – do you need to rearrange any boarders?		☐