Cattery Noise Management Plan

We have outlined the main triggers for cat excessive noise below.

1-Feeling threatened, fighting or territorial.
2-Unwell or in pain.
3-Hunger or during feeding time.

The following measures are proposed to minimise any disturbance from noise.

1- A complaints register will be in place to record any complaints and action taken to address such issues. Consideration will be given to additions or changes that may be required to the Noise Management Plan as a result of any complaints received.

2- Cattery to include solid walls between pens to limit visual contact between the cats. Should cats from the same household show signs of being territorial we will separate them into individual pens.

3- Entire unit to be fitted with video and sound monitors to alert us to any noise particularly during the night so we can assess and take action.

4- All window panels should be closed up and lights off at between 20:00hrs and 07:00hrs to allow cats to settle in for the night.

5- Prior to accepting any cat for boarding we will discuss with the owner and refuse any cat that is known to be excessively noisy.

6- Emergency contact numbers to be taken for all bookings in the event of a cat being particularly fractious.

7- In the event of a cat being unable to settle and making excessive noise we will move to an isolation unit to mitigate the immediate issue for neighbours. If the cat does not settle down within 24hrs we will use emergency contact numbers and the cat will need to be collected. In this event we will refuse any repeat stay.

8- Any noise due to being in pain or unwell we will seek urgent veterinary care promptly.

9- Feeds to be prepared away from the immediate vicinity of cats to allow them to be given promptly.

10- Collection and drop-off of cats to be Monday to Saturday. 9-11am and 2-4pm by appointment only.