

CASE STUDY: A MODEL BOARDING CATTERY



Organisation: Harpenden Cat Hotel
 Location: UK, Hertfordshire
 Cattery Type: Semi -outdoor
 Cattery Function: Boarding
 Number of Units: 16
 Unit Size Sleep: 1220 x 1220mm (4ft x 4ft)
 Unit Size Exercise: 1220 x 1830mm (4ft x 6ft)
 Date Built: 1999

www.cat-hotel.co.uk

A RENOWNED BUSINESS WITH NATIONAL PRESS COVERAGE, SETS AN EXAMPLE TO POTENTIAL CATTERY OWNERS, EXPLAINS WHY RUNNING A QUALITY, PERSONAL, DEDICATED SERVICE IS EXTREMELY SATISFYING AND THE WAY FORWARD

HARPENDEN CAT HOTEL

BRIGHT, MODERN UNITS

All units are south facing, full height PVCu with a double glazed window by the shelf in the sleeping area. The covered area outside the sleeping quarters is PVCu from the floor to 3ft, and then glass to the ceiling. The front outside area is mesh to provide fresh air at all times. There is a safety corridor, and a heat-reflective roof covers the whole cattery.

Since opening Harpenden Cat Hotel, Nicky Tyler has generously advised other new boarding catteries and helped them achieve the same standards across the country. **As a champion of the quality cattery**, 'Your Cat' magazine decided to do a 3 page feature on them entitled 'Choose only the Best'.

Something of a trademark now, Nicky's beautiful 30 year old ornamental maple trees decorate the peaceful garden area immediately outside the cattery, with colourful hanging baskets. A radio is on throughout the day to soothe the cats. The cats have views of open countryside with plenty of wildlife to watch, and even the horse menage (Nicky long ago noticed how much her own cats loved to watch the horses going through their paces and even following them!)

PAMPERED PETS

It was a joy to see the strong relationship that Nicky has developed with the cats she boards. As she mentioned a few times, cats do not 'lie' and you can immediately see from their reactions that they are very used to kisses and cuddles with Nicky and we had quite a hard time choosing from all the great photos we took of her with her very happy boarders!

Nicky's cat customers are very much 'pampered pets' and she completely understands how their owners must feel leaving them. It is not unusual for even her male customers

to be in floods of tears leaving their 'babies'! So she encourages owners to place their cats into their units rather than just leaving them, or without seeing where they will be staying. Nicky likes owners to settle cats in, leaving when they feel happy. It is important to her that cat owners are relaxed and not rushed. Epitomising the successful, small, quality business providing a dedicated service to

customers who want the best, they decided not to expand or have staff, to ensure individual attention and develop their relationships with both human and cat customers.

"What we do makes a difference to the lives of our customers and their cats"



Photographs by David & Kay Key and Nicky Tyler

What are you most pleased with?

The units! We decided to use Pedigree Pens to supply our cattery because their units were of an exceptional standard and were designed to meet all the requirements from our research. We also found them a very forward-thinking company, and extremely helpful at all stages, even now - several years after we opened!

What would you do differently?

The only thing I would change is to use tiles instead of vinyl, purely from a long-term maintenance/replacement view. We recently changed the flooring to this lovely gold colour, which is light, bright and feels warm and welcoming. It's amazing how cat owners notice even the smallest change, from hanging baskets, scratching posts, even the garden sculptures!



HARPENDEN CAT HOTEL



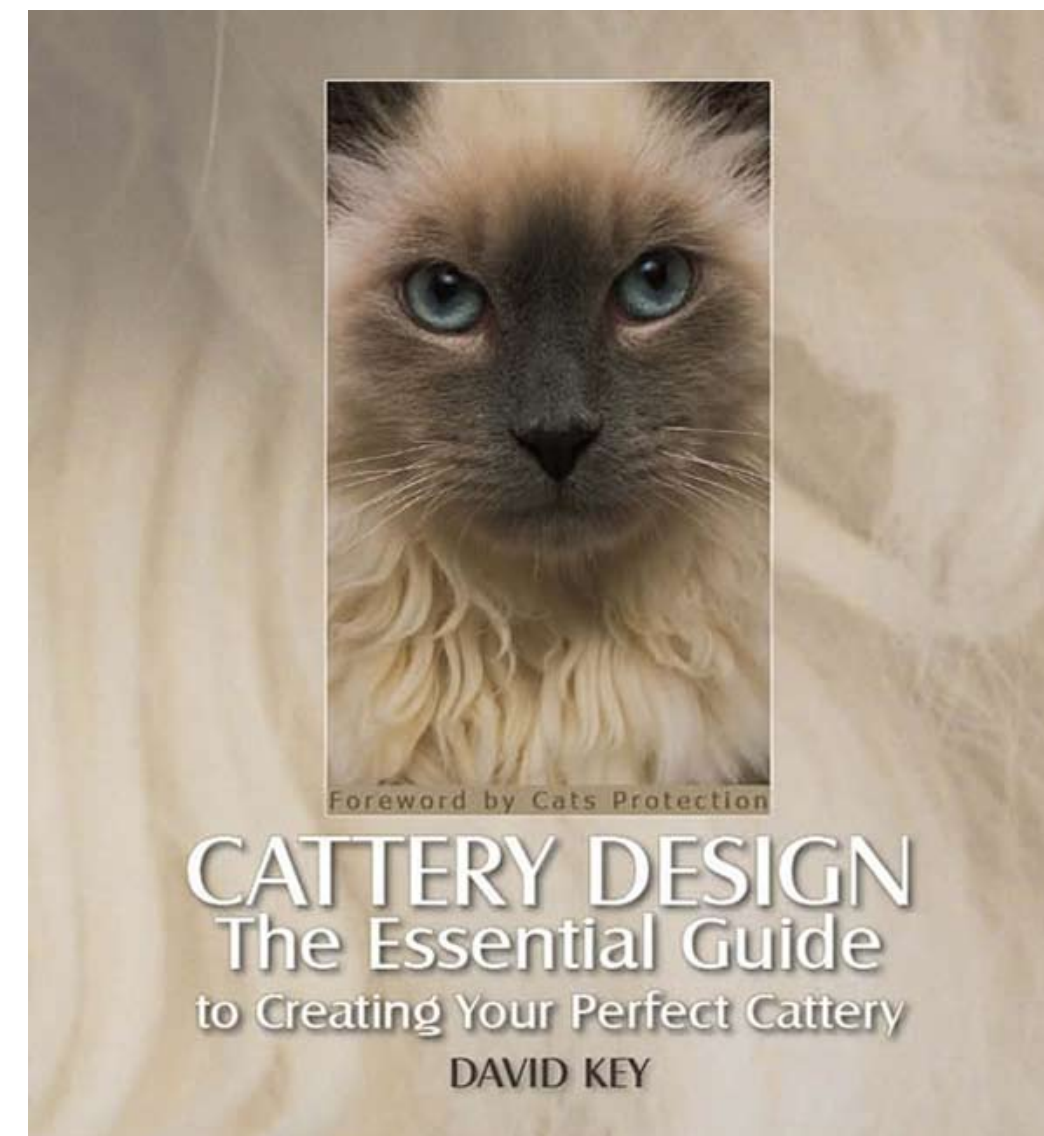
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