## CASE STUDY: A MODEL BOARDING CATTERY





Organisation: Location: Cattery Type: Cattery Function: Number of Units: Unit Size Sleep: Unit Size Exercise: Date Built:

Harpenden Cat Hotel UK. Hertfordshire Semi -outdoor Boarding 16 1220 x 1220mm (4ft x 4ft) 1220 x 1830mm (4ft x 6ft) 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

▲ Il units are south facing, full height PVCu with a double It was a joy to see the strong relationship that Nicky has Adazed window by the shelf in the sleeping area. The developed with the cats she boards. As she mentioned a few covered area outside the sleeping guarters is PVCu from the times, cats do not 'lie' and you can immediately see from floor to 3ft, and then glass to the ceiling. The front outside their reactions that they are very used to kisses and cuddles area is mesh to provide fresh air at all times. There is a safety with Nicky and we had guite a hard time choosing from all the great photos we took of her with her very happy boarders! corridor, and a heat-reflective roof covers the whole cattery.

Nicky's cat customers are very much 'pampered pets' Since opening Harpenden Cat Hotel, Nicky Tyler has and she completely understands how their owners must feel leaving them. It is not unusual for even her male customers generously advised other new boarding catteries and helped to be in floods of tears leaving their 'babies'! So she encourages "What we do cattery, 'Your Cat' magazine decided to do a owners to place their cats into their units rather than just leaving makes a difference them, or without seeing where they will be staying. Nicky likes owners to the lives of our to settle cats in, leaving when they feel happy. It is important to customers immediately outside the cattery, with colourful her that cat owners are relaxed hanging baskets. A radio is on throughout the and not rushed. Epitomising the and their cats" day to soothe the cats. The cats have views successful, small, quality business of open countryside with plenty of wildlife to providing a dedicated service to

them achieve the same standards across the country. As a champion of the quality 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 watch, and even the horse menage (Nicky long ago noticed customers who want the best, they decided not to expand how much her own cats loved to watch the horses going or have staff, to ensure individual attention and develop their through their paces and even following them!) relationships with both human and cat customers.



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 The only thing I would change is to use tiles instead of vinyl, purely from a long-term maintenance/replacement view. We cattery because their units were of an exceptional standard and were designed to meet all the requirements from our recently changed the flooring to this lovely gold colour, which is research. We also found them a very forward-thinking light, bright and feels warm and welcoming. It's amazing how company, and extremely helpful at all stages, even now cat owners notice even the smallest change, from hanging baskets, scratching posts, even the garden sculptures! several years after we opened!

# HARPENDEN CAT HOTEL

#### BRIGHT. MODERN UNITS





#### What would you do differently?

1: TODAY'S DEMANDS

# HARPENDEN CAT HOTEL









Kennel & Cattery Design PO Box 146 Chipping Norton Oxfordshire OX7 6WA United Kingdom Phone +44 (0)1608 646454

www.catterydesign.com

CATTERY DESIGN : THE ESSENTIAL GUIDE TO CREATING YOUR PERFECT CATTERY

480

### THIS IS AN EXCERPT FROM THE CATTERY DESIGN BOOK.



CATTERY-BUILDING

## The essential guide

This essential guide will provide you with an easy to read, encouraging and inspirational overview of cattery systems, equipment and materials. With step-by-step guidance for creating your perfect cattery design at your fingertips, and real life case studies, this book will help you understand how catteries can be improved with cat welfare knowledge.

#### 400+ colour photos Inspiration and ideas

Lavishly packed with over 400 large colour photographs, many of which are full or double-page spreads showing lots of detail just like looking through a window!