

Dear customer,

Due to the current situation with Coronavirus we have had to implement new procedures and charging structures to try and avoid 'bottle necks' with arrivals and collections of dogs from the kennels.

These changes will take place from Monday 6th July.

CHARGES

We are no longer able to operate a system where you are not charged for dogs arriving after 6pm or for collections before 10am as this can cause the 'bottle necks' we are trying to avoid.

The new charging structure will be per night which will cover a period from 2pm – 11.30am.

Check in will be from 2pm – 6.15pm (Sat, Sun & Bank holidays from 4.30pm)

Check out will be from 8.30am - 11.30am.

We would also ask that customers, when booking, give us an approximate arrival and departure time (within ½ hour) to avoid congestion at reception.

Where drop off/collection times are outside these hours they must be pre-arranged, customers are no longer able to just turn up. Arrivals/departures outside our normal opening hours may incur a further day's charge.

We would also ask, where possible, if customers could settle their bill before collecting their dog – either by card over the phone or by bank transfer. (Bank transfers would need to be in our bank the day before collection).

ARRIVALS/DEPARTURES

Customers are currently not allowed into the kennel areas – we will collect your dog's belongings from your car and set up their kennel, we will then collect the dog and take them to their kennel. Again, on collection, we will return your dog and their belongings to you in the car park area.

We apologise should this cause any inconvenience but as you are all aware in these changing times we have a duty to safeguard our staff and our customers.