



Dear Pet Owner

January 2012

Happy New Year from all the staff at Country Boarding Kennels and Cattery. We have been here for six months now, getting used to so many different dogs and cats and making friends with them.

New reception



We have introduced some changes to the kennels one of which is the new reception building where you can check your pets in and out. Our new kennel software should ease this process for you and help us to make your animal's stay with us as comfortable as possible.

New website

Please take some time to have a look at our new website, www.countryboardingkennels.co.uk Here you can find everything you need to know about boarding your pet with us. You can also use the on-line booking form to request a future booking with minimal fuss. Alternatively, you may prefer to send us an e mail at cbkennels@btconnect.com



VIP Suite



Block 4 (which also houses the hydrotherapy pool) has been fitted out with a new VIP kennel to the standard of an exclusive dog hotel. This room is built to domestic standards with under floor heating and is fully insulated for heat and sound. Your dog can now enjoy a quiet stay while s/he is boarding, with access to their own private garden away from the other dogs. Two 30 minute walks are also included in the fees for the new suite.

Walks

Many of you are aware that we have sought your permission to mix your dogs with other kennel dogs outside if appropriate. We like to walk and exercise dogs together and endeavour to pair up compatible dogs and let them have time for supervised play every day in our large enclosed paddock. This is in addition to every dog being offered time on a grassed area while the kennel and run is cleaned each day. However, the same 30 minute dog walks which are enjoyed by VIP boarders are also available to all boarding dogs. You can request this when making the booking or when checking in.

Pet Transport

The introduction of this service has also proved popular with some of you who may experience difficulty in dropping your animal off or pick it up from the kennels. Some people just prefer to keep the interior of their car clean.



Dog Walking and Day Care Service



You may be aware that I have also been operating a dog walking business over the past two and a half years, which is called Walkadog. This is very popular and is particularly useful for busy people who are out during the day and require their dog to be walked around lunch time. There is also day care available for dogs, offering two 1 hour walks, pick-up and drop-off, as well as caring for your dog away from your home. Further details can be found at www.walkadog.me.uk

Cats

Our cat boarders are generally very content while staying with us. They enjoy their cosy little 'house' and our acquisition of new heated electric pads in the double pens have proved very popular with the cats during December.

Other improvements

We have commenced refurbishments of the 1st kennel block and when complete, we will tackle the other two kennel blocks in the spring. We have also upgraded the electrical facilities in the 1st and 2nd kennel blocks. We have also fitted a screen to the bottom section of the kennel doors. This is not so much to restrict the dogs' view to the corridor but more to reduce the stress, confrontation and resultant barking as other dogs are walked past. This has had the desired effect as there is now much less noise when people come and go.

Fees

Our fee structure has remained the same but from 1st January 2012; we have been able to limit the increase of kennel and cattery fees by only 50 pence per night. Additional animals in the same accommodation will still receive 30% discount. A full description of our fees can be found at our website. Anyone who has already made a booking during 2012 should note that the acknowledgement we sent you shows the 2011 fees. This will be updated with the current fees when you check in.

Those of you who make a number of repeat bookings during the year may be interested in paying by Direct Debit. This will remove the need to pay deposits over the phone and settling your account after the booking. Just let us know or alternatively, reply to this e mail and we will send you a form to complete.

Finally

Please consider recommending us to your friends. Remember, if a new client mentions your name when they make their first booking, we will deduct 10% from your next booking with us.

We have further plans to improve the service and facilities and we will be rolling these out in future months. We look forward to looking after your cats and dogs during the coming year.

Best wishes,

Renate and Jeremy