

NEWSLETTER #2 – SPRINGGROVE KENNELS AND CATTERY June 19

Dear parents we hope you are all keeping warm and making the best of the beautiful sunny days we still enjoy. The heaters at the kennels are switched on and the woolly jackets are unpacked to ensure everyone is warm and cosy. Please read through our newsletter and if there are any topics that you think would be interesting to cover in our next newsletter please text your ideas to us

Administration

We are making sure that we have a registration form for every guest, as well as a signed copy of our terms and conditions. Please be patient if we do ask you to fill these out.

We will no longer check a guest out to someone other than the owner registered on the system unless it has been pre-arranged and the person picking your pet up produces identification which we will photocopy and get them to sign.

Online Bookings

As most of you will know our new booking system is now up and running and for most of us working very well.

Occasionally clients are re directed to unwanted sites and we are unable to pinpoint the issue as it is very random and depends on your browser and your security settings. We are working on this.

Below are some instructions if you do happen to get stuck

Go to our website www.springgrovepets.com

For 1st booking select New Customer

Add your email and add a password of your choice (remember for next time)

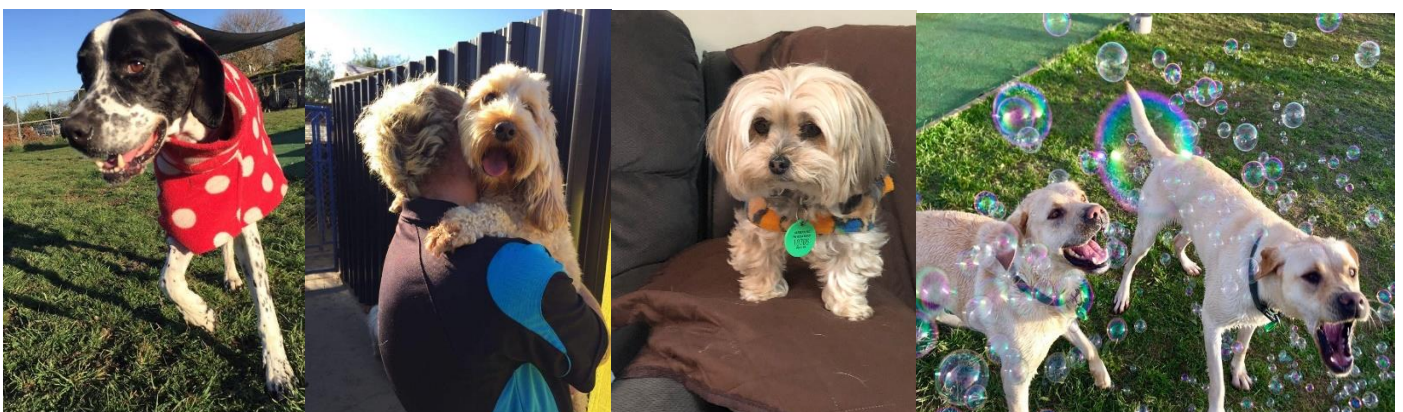
then follow prompts (For pm pick up or drop off please add a comment in the note field)

Next booking

Select current customer and add password

If you have forgotten your password, you can select an option to email a new password to you.

- When making a booking you will receive an automated email immediately thanking you for your booking and letting you know that you will receive a booking confirmation. If you do not receive this email something has gone wrong and we have not received your request. Once we have received the booking and done the necessary administration you will receive another email to either confirm the booking or let you know that it is not available.
- Please make a note if pick up and drop off is not am, as the system is not capable of doing that yet
- If you cannot select a room/Unit from the drop-down box it means that we are fully booked
- For bookings longer than 2 or 3 days I may be able to make a split booking for you, so just send me a quick text message and hopefully I can do the booking for you.
- We do also have a waiting list in case a cancellation comes up so please ask to be placed on this if you would like that.



We are no longer taking on new guests over the holiday periods to free up some space for our regular fur kids, but please book well ahead of time if in any way possible as we are restricted to numbers by our council licence.

House Rules

It is so exiting to look back and see how much we have grown and how happy our furry guests are. With growth though we must ensure we are as efficient as possible and to this end we would like to you to help us with the following:

- When booking please make sure you let us know if pick up and drop off is am or pm
- If you decide to pick up your pet at a different time or date than originally booked, please let us know well ahead of time.
- As we are fully booked most of the year now and we are turning many guests away, I am looking at introducing a new cancellation policy and will advertise this as soon as I have formalised it. For now, if you have checked your pet in and then come back earlier, we will still charge the full price as we would have turned other guests away. For bookings prior to drop off we will evaluate on a case by case basis.
- Please adhere to our pickup and drop off times and please do not ever climb over our gates and fences to get onto the property.
- When picking up and dropping off please allow enough time as we do get very busy at times, relax watch the TV outside the office and we will do our best to be as quick as possible.
- Please let me know if there is anything that you would like us to cover in the next news letter (maybe a typical day at the kennels and cattery or info re vaccinations and Canine Cough, etc)

The team that cares for your babies from left to right are Billy, Charlotte, Sophie and Whitney

