

Dear Parents

I hope that you are enjoying the longer days and slightly warmer ones and starting to prepare for the silly season. Our doggy pool is certainly very popular again and we normally have some very exhausted fur guests in the evenings.

This is our final newsletter for the year and we thought that we would get one of our guests to walk you through a typical day at the kennels as I am sure many people wonder what the fur kids get up to when they are here. We try to have the dogs out as much as possible and only have them in their rooms during rest periods unless it is absolutely pouring with rain or they need special care.

A typical day at the kennels *by Maisey and Jessie*

We wake up at about 7h30 every morning and we get to run around in the play areas, while the team start scrubbing all our kennels. Each room is thoroughly cleaned every day including a scrub, disinfect and sanitise with hospital grade products to ensure no silly bugs are sneaking around, bedding is checked and changed if necessary and all water bowls are emptied and refilled. If a guest goes home, the room is emptied, disinfected and sterilised, bedding washed and replaced before a new guest uses the room. During the morning some of us go home and new guests check in and we can get quite vocal with all this coming and going. Once the kennels are scrubbed and tidied, the bigger dogs get to go to the large play area with the swimming pool. We love the big play area and we get to play chase, tug of war, catch and even chase bubbles and when we are hot, we can cool off in the pool.

There are 10 smaller exercise areas for the guests that prefer their own company or for those that prefer gentle exercise and play.

The little kids have their own play area with small paddling pools and other toys as it does get a little scary when we are chasing each other and barking so they are safer in their own playground, but they get to have lots of fun too and they get to sit on the couches and peoples laps and cuddle lots.

At about 11 we go back to our rooms and have a late breakfast and then nod off to sleep. We have nice music playing and always have warm blankets and toys in our rooms, but mostly we are very tired and just want to relax.

While we are resting, the humans pick up all the poop, fill the outside water bowls in the individual paddocks and make sure there are no holes in the fences or anything sharp lying around which can hurt us. They wash the dishes and prepare our evening meals and medicine.

They then go to the Cattery where they clean out each room, feed and water and give each cat a cuddle and some time to walk around the cattery and stretch their legs. The cattery also has music and is a distance from the kennels to make sure we don't annoy them too much when we get excited. The cats get fed and checked twice a day.

At 3 pm we get to go out and play again, while the humans make sure our rooms are tidy and our water bowls are filled. More guests arrive and go home but the afternoons are much more relaxed for the humans. We get to play until about 17h30 or 18h00 when we go back to our rooms and get our medicines and evening meals. Lights out is no later than 19h00

Interesting facts that our mums and dads may not know

- We are all fed individually in our rooms to make sure that we are all safe
- We never share a room with another guest unless we are from the same family and our parents have specifically requested that we share
- If we are a little timid or just having a bad day, we don't have to go out and play, but get to help in the kitchen, do poo patrol or help scrub the rooms.

I love going to the kennels and when mum and dad turn into the driveway, I get very excited and can't wait to see Charlotte and all the helpers and see which of my friends have come to visit.

House Keeping

- A friendly reminder that guests should not climb over our electronic gates and fences under any circumstances. We are very conscious of our Health and Safety obligations and must insist that anyone visiting the Kennels and Cattery comply with them.

- Please do not make a booking just in case you may want to go away as it becomes very difficult to manage if you then cancel, especially as we are not taking on any new guests unless they have been referred.
- Please always indicate your pick up and drop off as am or pm and keep to that as far as possible. We plan our placement of guests around these to ensure minimum noise and disruption and if you arrive at a different time or date without arranging that with us and receiving a confirmation, we may request that you return on the agreed date and time.
- We have had to introduce a deposit system for bookings between 15 December and 15 January and school holidays. There is now a minimum stay of 7 days over the busy Christmas period of 24th December to 7th January. We will require a \$100 non-refundable deposit to secure the booking and 50% of the outstanding balance is payable on the 1st October of each year and the balance is payable on arrival or collection.
- Please ensure that you have read our terms and conditions which would have been sent to you when you registered at our kennels and remember they do get updated from time to time so please check. They are also available on our website and pasted on the window in the office and we have copies available in the office. The Terms and Conditions are standard across the industry, but it is important that we are all aware of them.
- We do like to post pictures of our guests on Facebook, but we cannot guarantee a picture of every dog. It often depends on weather, staff availability and even the mix of dogs we have.

New Entrance

We will be trialling a new entrance and exit soon to see if we can streamline our pickup and drop off process. Fingers crossed it is a success.

Dates Closed 2020

For those guests who prefer their holidays at Spring grove we would like to let you know that the kennels and cattery will be **closed next year from 03 August to 16 August 2020**. We hope that this will not cause too much disruption for our guests and gives you enough warning to plan your own holidays.

We wish you all a safe, relaxing and enjoyable festive season and look forward to lots of happy times with your beloved fur kids

Charlotte and the team at Spring grove

