

Spring grove Kennels and Cattery Newsletter November 2020

Dear Fur families

What a year this has been with so many changes and disruptions for everyone, but I hope you are all looking forward to a special festive season with your friends, families and loved ones. The Christmas period is always busy for us and we try to make it a fun and exciting time for our guests. Santa always visits on Christmas day with roast chicken and sausages for all our guests and we take lots of photos for families who cannot have their fur kids with them. In this, the last newsletter for the year just some information on desexing, our booking system and day care.

Desexing

This is just a friendly reminder to all our parents that we are unable to care for intact males and females after the age of 9 months. There is a school of thought that it may be better to wait until approximately 12 months in larger breed males that will be over 25 kg at adult age and we may be able to be flexible outside our very busy periods if this is recommended by your vet, but this will be on a case by case basis. There are so many good reasons to desex your pet, but your vet is always the best person to have this discussion with. When in a social environment your pet will often react differently to what they do at home and some of the problems we encounter especially with intact males are

- Marking of territory, this involves peeing everywhere, on blankets, in water bowls, through the enclosures into the next room and even on each other.
- Increased barking and aggression from either the intact animal or sometimes from ones that have been desexed
- Having a female go into heat is obviously a nightmare and this can happen unexpectedly due to the change in environment.

Booking System

Our booking system is working well for 99% of our clients and has reduced the amount of unnecessary administration, enabling us to spend more time with the pets and also helping us to keep our costs in check to prevent an increase in fees. We will be adding some information on our website soon regarding how the system works which may be helpful if you encounter a problem.

One issue that some clients are finding is a message which says that our booking system cannot be accessed and it looks as though it is occurring on older iPad and iPhone so please do not hesitate to let me know if you are having problems. I have contacted the programmers, but it is not an easy fix and as the system is used globally, we are just a small user.

When we are fully booked a message in red (Just above the add a boarding box) should come up on the screen saying we may be full but to contact us. It disappears quite quickly but the programmers are working at making it stay up longer.

If your booking is successfully submitted, you will see a message (Just above the add a boarding box) saying your request has been submitted successfully. Once submitted it must still be approved to prevent double booking and we try and do this twice a day.

- All successful bookings are confirmed by email and you will also get an email reminder prior to check in. if you did not receive an answer from us please check your spam

Day care

Our doggy day care has become extremely popular and as we are limited to 10 spaces we do sometimes run out of space. You are able to book a regular doggy day care booking eg every Thursday using the website, this will help you secure a place and save you from booking every week if you attend regularly. I can also do this for you. When doing the booking select Date Range instead of specific date and then follow prompts.

Please remember that our last doggy day care session for the year is Friday 18 December and commencing again on Monday 18 January 2020

Nice to know

- Small and large dogs are housed and exercised separately to ensure everyone is as safe as possible
- Guests never share the same bedroom unless they are from the same family and their parents have specifically requested this.
- Guests eat in their rooms, separated from one another and guests from the same family eat separately to avoid a fuss.
- Dogs do not necessarily stay in the unit booked, i.e large or small as our rooms are all the same size, except for the large family rooms. We move them where they are happiest and most settled. All units are covered and heated in winter.

Sadly, we have had to farewell many of our furry friends this year as they cross the rainbow bridge, and it is always extremely hard for us as we remember them with love and affection. Our hearts go out to their families who must often make the difficult decision to let them go with dignity and help to put an end to pain and suffering. It is one of the most difficult but also bravest and most unselfish thing you can do. Always hold on to those precious memories you have of them when you miss them.

Thank you for entrusting your special friends in our care, we look forward to seeing you all soon, take care, keep safe and stay healthy

Charlotte and Helen

Spring grove Kennels and Cattery

