# Spring Grove Kennels and Cattery

## How to make a booking using our website

PLEASE REMEMBER IF YOU DO NOT RECEIVE A CONFIRMATION EMAIL YOUR BOOKING IS NOT CONFIRMED

Go to www.springgrovepets.com

**New Customer** (First time using the booking system)

Select the booking tab. If you are using a phone sometimes turning your phone to landscape view is easier.

Register an account

Complete details as requested and select register.

On your Left Hand Side is a blue box with the following pop-up  information

New Customer

Complete the details in the form on this page and press Register to register a new account.

You will be then sent an email with a verification code, copy this code into the next page to complete your registration.

This is done so other people can't impersonate your email account and helps to maintain security.

After completing this step, you can add your pets' details and make a booking request.

We look forward to having your pets stay with us soon.


**Existing Customer** (You have registered and have an email and password)

Go to www.springgrovepets.com

Add your Email and password at the log in box (you can reset your password if you forget it)

Log In

You will now see a range of options:        Dashboard

                                                                        Bookings

                                                                        Invoices

                                                                       Pets

                                                                        My Profile

Select the required option eg Boarding

Request a booking and complete required fields.

NOTE: IF YOUR BOOKING IS SUCCESSFUL YOU WILL SEE A POP UP ABOVE THE BOOKING WHICH SAYS YOUR BOOKING REQUESTS HAS BEEN CREATED. PLEASE REMEMBER THAT THIS BOOKING MUST STILL BE CONFIRMED BY EMAIL.

Unfortunately we are often fully booked and if this is the case you should get a pop up just above the request a booking box which will say ***The booking dates* you have chosen may not be available, please contact us.** You are welcome to contact us as we can sometimes do a split booking for you.

A submitted booking always generates an email to you saying that the booking has been received but not approved, once we have approved you will get a confirmation email. If you do not get the first email almost immediately the booking has not submitted. You should also get a reminder email 7 days prior to your booking.

**Making a recurring Day Care booking**

Go to www.springgrovepets.com  and log in

Select make a booking – daycare

Select date range and now you will be able to add a start and end date and days required

*Changes you can now make yourself are:*

Change Password
Customer Profiles (add/edit)
Pet Profiles (add/edit)
Pet Photos (add/edit)
Pet Vaccinations (including upload of documentation)
Bookings (add/request change/request cancellation)
Invoices (view)
Payments (view)

**Having problems making a booking**

Check your browser – some of the old browsers such as internet explorer do not work. The more common ones such as google, google chrome, safari all work.

If you do not see the messages saying we are full, or the booking has been successful – check that you do not have a pop-up blocker activated.

You can always give us a ring or a text if you have a problem or if you are already registered, we can do the booking for you. Text messages are often easier as it saves us having to listen to the message and writing it down so it's easier to action.

Good Luck and enjoy playing around with the options available to you.

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