

SPRINGGROVE KENNELS AND CATTERY

Newsletter March 2022

We cannot believe that we recently celebrated our 6th birthday owning Spring Grove. As we look back there are such beautiful memories, and we embrace all the changes and improvements we have been able to make. We love the new booking system, the swimming pool, the new building which we fondly call “the mansion” and of course our newly fenced and improved large play area. I don’t quite know how we ever survived without the pool and large play area as even the little kids love it and so many who would not go near the water have become super little swimmers.

Over this time, we also had to evacuate our guests due to the fires and now we get to deal with the despised Covid 19 and its variants. Throughout this time, we have been surrounded by the kindest and most loyal clients and we cannot thank everyone enough for supporting us.

Kennels and Cattery closed

We have planned many a short break but due to staff changes and other issues we have not really had a break at all over the last few years. We love what we do and cannot imagine a different life, but it can be exhausting too, especially as we get older. We have decided that the only guarantee we have to be able to have a rest is to close the business and so we will be closed from **19th to 25th September 2022** and **1 November to 13 November**. Hopefully this notification will give you enough notice to plan your own breaks if you prefer bringing your pets to Spring Grove.

Pet Insurance

We have recently had a dog injure her cruciate ligament and there was no vigorous running or play, I just noticed that she was limping. I thought it may be prudent to remind parents that an accident can happen unexpectedly and although we always do our very best to protect each guest sometimes things like this do happen. You may want to consider pet insurance for your pets or perhaps save a weekly amount for emergencies. Accidents can happen at home, the dog park, the beach or even travelling in your vehicle so having a little nest egg or insurance may provide peace of mind.

House Keeping

- Could you please ensure your pets details are up to date on our booking system? Just log in, and scroll down to pets, select your pets name, and then update details, once you are done, select update details at the bottom. The more detail we have regarding your pet the better the care we can provide
- Please remember to pick up and drop off your pet on the agreed date and time slot and if you would like to change it let us know in advance as an unexpected departure can make it very difficult for us.

Outstanding Invoices

Although most of our clients pay their invoices promptly, we still have a handful of clients who book their pets in for a holiday and then are unable to pay their invoice. I do not want to change the way we are doing our payments now as in 99% of the cases it works well for us and forgetting occasionally is no problem and quite normal but we do have quite a few people that cannot pay at all and for these - outstanding payments will now incur a 5% interest charge on invoices overdue by more than 7 days and if we must follow up and send reminders an additional administration fee of \$5 per follow up will apply.

As always take care and stay safe and see you soon

Charlotte, Dean, Sophie, Jorga and grandad