

SPRINGGROVE KENNELS AND CATTERY Newsletter March 2022

What a wet, cold, and muddy winter it has been for all. It has certainly kept us on our toes and poor grandad has spent so many tireless hours fixing potholes. All our guests have been so well behaved and tolerant and when the sun comes out we all make the most of the beautiful sunshine.

Facility video

We finally have our videoclip which shows our facilities as we have discontinued the open days with the arrival of Covid 19. Although I am sure everyone has seen it either on our website or Facebook, below is a link to view. Thank you to our fur kids Ally, Myah, Gracie, and Evie who helped with the tour without any practice at all, as well as our humans Dean, Sophie and Georga who spent about 7 very patient hours helping to get the video clip done.

<https://youtu.be/UTmnayDCUYM>

Wet Weather

People often ask us what we do on these rainy wet days, so I thought this was a good opportunity to cover that. Obviously, we do have to clean every bedroom and let every dog go to the toilet, but outside of that we are as flexible as we can be. If it is just a very light drizzle everyone goes out for as long as possible. Many of our play areas are now covered with artificial turf which helps to keep the dogs clean and when they go back to bed, we towel dry them and put a coat on them if they need that. We do have a handful of guests that love digging and end up destroying the turf, which is expensive and not easy to repair, there are 2 grassy paddocks where they get to play and these obviously become super muddy and grubby, but their playtime is shorter in the rain, and they sometimes need a bath. Just yesterday 3 of them made a super big hole (very wide) and then two of them lay down in the hole and rolled and wrestled for most of the morning while the third supervised. We have found if dogs really are serious diggers, it is easier to let it go as standing there reprimanding them constantly or doing time out all day is not rewarding or enjoyable for anyone. If it is absolutely bucketing down, they go back to their bedrooms until the weather improves and then out again. Our day-care guests each have their own covered bedroom as well and we follow the same process, unless their parents insist on them being out playing in which case we respect their wishes, but especially our short, coated dogs do not particularly enjoy getting too wet.

Facebook Page

We do try and take as many pictures as we possibly can of the dogs playing but we cannot promise that there will be pictures of every guest at any one time. It sometimes takes a few hundred shots to get 10 or 15 good ones. Looking at our photos it sometimes looks very simple, but even the slightest movement results in a blurred picture or a shadow when you are in the wrong position and then just as you are ready to shoot, you get bowled over by an enthusiastic guest. The weather must play its part too and between the rain, ice, and wind I think we do pretty well. We do apologize if we sometimes miss a guest, but it is never intentional.

Please do not request bookings via messenger as I seldom check FB messenger. The booking system is the safest way to ensure nothing is missed and no errors are made.

PLEASE HELP US

We still have many clients who collect their pets at a different date or time slot than agreed to without letting us know and this makes things extremely difficult for us. Our guests get placed in separate areas when they go home, to keep checkout fast and smooth and their food and other belongings are collected and placed within easy reach. Having to collect them when not expected and then trying to gather their belongings is very disruptive. I would like to make another plea to our clients to check their booking to see what dates and time slots they have requested and then stick to that. If for any reason you would like to change that this can be done via the booking system but must be approved before you can collect them or you can ring or message us, but please make sure that we have acknowledged receipt of the message. If we are very busy and you arrive at a different date or time slot, we may have to ask you to return at the agreed time which of course will be uncomfortable everyone.

HOUSE KEEPING

- Could you please add an invoice number(s) when making a payment?
- Could you add a reason for cancellation when cancelling as we do sometimes waive the cancellation fee, but it is difficult to decide if we do not know why the booking has been cancelled.
- If you are a day care guest and visit 2 or 3 times per week, you can make a payment once a week if that is easier for you.
- We are closed from 19th to 25th September 2022
- We are closed from 31 October to 13 November 2022

Below is a picture of our team who I am sure most of you have met. They are from Left to Right, Georga, Charlotte, Dean and Sophie.



As always thank you for your continued support and kindness. Keep warm and dry and enjoy all your holiday breaks.