

SPRINGGROVE KENNELS AND CATTERY Newsletter January 2023

We hope that everyone has had a lovely Christmas and New Year spent with friends and family and have enjoyed the warm sunny days.

Thank you for entrusting us with the care of your special family members, it is an honour and a privilege to care for them and we truly feel that we are all part of a big extended family. We look forward to another year of love, cuddles and licks.

I thought we could use this news letter to tidy up all the bits and pieces and start the new year with an up to date system, improved administration and lots of information, so here goes:

Please Help Us

- Always put the invoice number on your payment
- Use our leads provided outside the office
- Bring as little as possible with when your pet visits – imagine how difficult it is to store and track 40 different sets of belongings which are often not named.
- If you do choose to bring leads, toys, etc we cannot accept responsibility for them if they get lost
- Remember that we are closed for drop off and pick ups on Saturdays, Sunday mornings and in the morning on public holidays. We do not have staff on these days and focus all our time and energy on caring for the guests
- Please let us know beforehand if you are picking up your pet at a different time than arranged

Driveway

Due to the warm weather and fresh driveway surface could we ask that before you take off and stop on the new driveway can you please not turn your steering wheel until you are moving this will eliminate scouring on the new surface and stop the surface from potholing

Update Booking System

Can you please ensure that your information on our booking system is up to date. You can go to the website www.springgrovepets.com select booking, log in and update your Profile as well as your pets

My Profile – check name, address, contact details etc

Pets – select pet – update details – answer all questions about pet and add drivers licence number.

Terms and Conditions

Please read our terms and conditions available on our website www.springgrovepets.com - just hover over booking and you will see a drop down box and you can select T and C. It is always very awkward when people are not aware of them at all and we have to discuss something.

Dates closed 2023

We are hoping to have one short and slightly longer break this year and are looking at the following dates.

- 08 May 2023 to 14 May 2023
- 06 Nov 2023 to 19 Nov 2023

Facebook

Although we try our best to put as many pictures as we can on our Facebook page, we cannot promise to capture each pet. The pictures do take time and are always dependent on staff availability and many other circumstances. We feel that our priority is to take care of the pets and ensure their care and safety and the pictures are just a very special bonus. This is especially true for our little kids under 3kg who often stay in our home and do not get to go to the big pool and paddock.

We hope that 2023 is a wonderful year that brings joy and happiness to all.

Charlotte, Dean, Aimee and Grandad

