

Useful Information

What To Bring

Essentials

- Food - Enough for the stay plus a bit over in case of any delays in collection. Where possible, please label this with your dog's name.
- Medication - This must have the dispenser's label on or be provided along with instructions from your vet. Please also include any preventative parasitic treatments that may be due during the stay
- Harness (if worn for walking)
- Up-to-date vaccination card if this has not already been provided electronically
- Details for your emergency contact

Recommended

- Bed/bedding/crate
- Toys
- Treats - please do not bring treats containing rawhide.

Optional

- Coats/jumpers
- Towel
- Bowl - only if your dog requires a specific type of bowl such as a slow feeder
- Supplements - we are happy to give any supplements but these must be provided in the original packaging and be labelled with the dog's name.

Arrival and Collection Times

Weekdays: 9am - 12pm and 2pm - 5pm

Weekends: 10am - 12pm and 2pm - 4pm

Please advise us of your estimated arrival time at least 24 hours in advance.

We are closed to arrivals and collections from 12pm on December 24th to the usual opening time on December 27th, and from 12pm on December 31st to the usual opening time on January 2nd.

What Happens at Arrival

- To ensure a safe environment for everyone, we ask that you leave your dog(s) in your vehicle until you are asked to bring them in by a member of staff.
- You will be asked to bring in any personal items and food etc as well as to complete any outstanding information, give details of feeding and medication regimes and sign our boarding agreement. Please give us as much information about your dog as you can as the better we know them, the more enjoyable we can make their stay.
- When appropriate, you will be asked to bring your dog in to the reception and we kindly ask that this is on-lead. You are welcome to use one of ours if you do not have a lead with you.
- If this is your dog's first stay with us, or you or your dog get anxious being separated then we will ask you to remain in reception until we have taken your dog out to our secure enclosure, at which point you are welcome to leave as long as all of the paperwork has been completed. We generally find that more anxious dogs settle better if they do not see you drive away.
- If you become upset saying goodbye to your dog(s) we will quickly pop them out into our secure enclosure as they will pick up on this and it is likely to negatively impact their ability to settle with us.

When/How Do I Pay?

Most of our clients pay at collection, however you are welcome to pay at, or before, arrival if you wish. If you choose to pay at arrival then should there be any additional costs incurred, such as a longer stay then planned or an unexpected afternoon departure, then the bill for this will need to be settled at collection.

Payment is in cash or by bank transfer.

Account Name: Drums of Park Kennels
Account Number: 10014164
Sort Code: 821208