



Booking Your Stay

On booking we will require a copy (scan or photo) of your up-to-date vaccination card. All contact details, veterinary details and any notes regarding feed & medication will be checked via telephone.



Checking In

Prior to check-in we will require your vehicle details. On arrival please remain in your vehicle, a member of our team will come out to welcome you.



What To Pack

Please pack and label any medication or special foods that you are bringing; please note we cannot accept bedding and toys at this time*.



During Your Stay

Our caring staff are implementing new measures for additional disinfecting, social distancing, and precautions for the Reception area.



Checking Out

We will call you ahead of collection to take payment and vehicle details. On arrival please remain in your vehicle and we will come to you.



Please Note

Only staff members will have access to the Reception area, the kennels and the cattery; owners will not be able to escort pets to their kennel/chalet.

*For any new, young or nervous pets we will allow one item from home to help comfort.