

Frequently Asked Questions

Below are some of the most common questions we receive at Allers Farm Kennels. If you cannot find the answer you're looking for, please feel free to contact us directly.

What vaccinations are required?

All dogs and cats must have up-to-date annual vaccinations. We require proof of vaccination before boarding. This can be uploaded to your KennelBooker dashboard when making your booking.

We do not insist on the Kennel Cough (Bordetella) vaccination. However, if you choose to have your dog vaccinated against Kennel Cough, it must be administered at least **15 days prior to arrival**

Unfortunately, we are unable to board pets without valid vaccination records.

Can my dogs stay together?

Yes. Dogs from the same household can be kennelled together if suitable. Please let us know when booking so we can make the appropriate arrangements.

Do you mix dogs or do pack walks?

No. We do not mix dogs from different households, and we do not conduct pack walks. All dogs are walked individually by a member of our kennel team to ensure safety and prevent stress or bullying.

How often are dogs walked?

Dogs will be walked a couple of times per day, with frequency adjusted according to their individual needs, age, health, and ability.

What food do you provide?

We stock a wide variety of well-known pet food brands, along with our own Allers Farm Dry Dog Food range, including Super Premium and Grain Free options.

If your pet is on a veterinary or prescription diet, you must provide enough food for their entire stay. We are unable to accommodate raw feeding.

Can you give my pet medication?

Yes, we are happy to administer medication. However, owners must supply sufficient medication to last the full duration of their pet's stay.

What do I need to bring?

Required:

- Vaccination card (or uploaded proof)
- Medication (if applicable)
- Veterinary/prescription food (if required)

Not required:

- Beds and bedding
- Bowls
- Leads
- Toys
- Standard food and treats

We provide all of the above. Bedding is washed daily, so we cannot guarantee the return of personal items. If you would like to bring something familiar from home, we recommend an old t-shirt or blanket.

Do you offer grooming?

Yes. There is an independent dog grooming salon on-site called KUTZ. You can arrange a full groom, bath, or nail clip during your dog's stay so they go home looking fresh.

We are happy to arrange this for you, or you can contact Lisa directly on 01698 828 555 to book an appointment.

Do you offer a collection and drop-off service?

Yes, we offer a pet transport service for your convenience. This is available for an additional fee and is dependent on distance. Please contact us to check availability and receive a personalised quote, as the service is limited to certain areas.

How are you licensed and insured?

We are fully licensed and fully insured, with 24-hour access to a local veterinary service for your peace of mind.

How Boarding Fees Are Calculated

- Boarding is charged per day.
- If you collect your pet before 12pm on the final day of their stay, you will not be charged for that day.

Cats

- Cats are charged at a standard daily rate.
- Diabetic cats are charged at a higher daily rate due to additional care and medication requirements.

Dogs

- Rates are dependent on breed and size.
- Crossbreeds are priced according to size and will be assessed on arrival.
- Dogs with behavioural issues may be charged at a different rate. Please contact us in advance to discuss your dog's individual needs.

Deposits

- Booking confirmations and deposit requests are issued by email via KennelBooker.
- Deposits must be paid and confirmation returned in order to secure and confirm your booking.