

## **New Customers Guide**

Welcome to Allers Farm Kennels. We understand that leaving your pet in someone else's care is a big decision. This guide explains everything you need to know to help make the process simple, smooth and stress-free — for both you and your pet.

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### **Step 1 – Making a Booking**

All bookings are made via KennelBooker.

Once your booking request has been submitted:

- You will receive a booking confirmation by email
- A deposit request will be issued
- Your booking is confirmed once the deposit has been received

If you have any questions before booking, we are always happy to help.

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### **Step 2 – Before Your Pet's Stay**

To ensure a smooth check-in, please make sure:

- Vaccinations are up to date
- Proof of vaccination is uploaded to your KennelBooker dashboard – don't worry if you are unable to do this, you can just bring the vaccination card along on the day
- You bring enough medication (if required) to last the full stay
- You bring veterinary/prescription food if your pet is on a specialist diet

If your dog has behavioural concerns or special requirements, please discuss these with us in advance so we can provide the best possible care.

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### **Step 3 – What to Bring**

#### **Required**

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

#### **Not Required**

We provide:

- Beds and bedding
- Bowls
- Toys
- Leads
- Food and treats

All bedding is washed daily. If you wish to bring something that smells like home, we recommend an old t-shirt or blanket — ideally something you do not mind not being returned.

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#### **Step 4 – Arrival Day**

When you arrive:

- Our team will check your booking details
- We'll confirm feeding instructions and any medication requirements
- You can let us know about your pet's routine and personality

We aim to make drop-off calm and efficient to help your pet settle quickly.

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#### **During Your Pet's Stay**

Dogs:

- Kennelled individually (unless from the same household)
- Walked individually (no mixing or pack walks)
- Kept on lead due to surrounding wildlife

Cats:

- Housed in individual, spacious pens
- Provided with heated accommodation
- Given daily care, cleaning and attention

All pets are monitored closely by our experienced team, and the premises are covered by high-quality CCTV for additional security.

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## **Grooming**

There is an independent grooming salon on-site called **KUTZ**, where you can arrange a full groom, wash or nail clip during your dog's stay — perfect for going home fresh and tidy.

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## **Transport**

We also offer a pet collection and drop-off service for an additional fee (distance dependent). Please contact us in advance to check availability.

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## **Collection Day**

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.

We'll provide any feedback about your pet's stay.

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## **Our Commitment to You**

- Fully licensed and insured
- 24-hour access to a local veterinary service
- Individual care tailored to your pet
- A calm, rural environment

We treat every pet as if they were our own and aim to make their stay safe, comfortable and enjoyable.