

## FAQ'S

### Where are you?

Willow Hill Farm, Radford Road, Kington, WR7 4DJ. This is just outside the village of Kington. The postcode doesn't quite get you there, but you will see large signs at the end of the drive, turn up there and you cant miss us! Its along the Radford road, halfway between between the Wheelbarrow and Castle pub, and the Boot Inn.

### What do I need to bring?

Rest assured, we have absolutely everything here! So if you forget anything, its not going to be a problem. We definitely recommend bringing your dogs food as changing food quickly can cause an upset stomach. But other than that, its up to you what you bring! We are happy for you to bring bedding/blankets or something that smells like you to help your dog settle. But we do have a huge variety of beds here too. We prefer for you to not bring leads or food and water bowls, unless you have special requirement ones for your dog. This is simply because we have so many here, we might lose yours! And lastly, weve towels, toys and teddies in abundance so only bring them if your dog cant sleep without theres!

All we ask, is whatever you do bring, you label with your dogs name so we can ensure it is returned to you at the end of their stay.

It is ESSENTIAL to bring with you (or email over first) a completed copy of the entry consent form, a copy of up to date vaccination records, and any other additional forms your dogs requires. Also any medication your dog needs for their stay, this need to be in the prescribed packet, with their name on it.

### What will my dog do all day?

A large variety of activities usually. We aim to give the dogs as much entertainment and enrichment as we can fit into a day! All dogs will have a walk, whether its a rambling countryside romp around, a run and swim down by the brook, or a sniffy stroll around. In addition, we have a large indoor playarea, with a tunnel, ball pit, sofa bed area, cosy cuddle corner, and several boxes of toys for the dogs to play in. Theres also 2 slightly smaller outdoor play areas with tyres and paddling pools for those who prefer being outside all day long! So in between walks, dogs will split into groups for play time! They can do as little or as much as they like during these times, some dogs prefer to chill on the sofa and watch the TV, whilst others will run elaborate obstacle course races around with anyone who will join in! All dogs will go to their bedrooms and have a quiet nap time at some point in the early afternoon. This is important for them to have a break, or a well deserved nap, and lunch for those that need it. All dogs will also have a "wellness" check during the afternoon. This is important one-on-one time for each of them, where the dogs receive individual fuss and attention, as well as checking for any signs of illness/injury. After naps and wellness checks, it back to the intense business of playing! At the end of the day, the day cares go home, the boarders go out for one last wee, and

then everyone gets fed and put to bed. Things usually quieten down pretty quickly, as everyone is so exhausted from their busy day!

### **What do you do if its raining/snowing?**

The same as we do on any other day! We walk the dogs come rain or shine, as we firmly believe theres no such thing as bad weather, only bad clothing! Obviously the dogs have the option of remaining inside if they wish, but its very rare that they take us up on that option! We can provide coats for dogs if they need them. And afterwards, everyone can snuggle up in the living room and watch a movie 😊

### **How do you know who my dog will be friends with? What if my dog doesn't want any friends?**

Firstly, not all dogs want friends, or you may prefer for your dog not to mix with other dogs. That is absolutely fine! All dogs will be provided with the same opportunities, whether on their own, in small groups, or in large groups. We assess the dogs behaviour and temperament before introducing to a group. Then we match the play groups based on size/play style/age etc. Generally we will have several different groups in any given day, and theres always the right combination of dogs to find someone your dog wants to play with !

### **Where do you walk the dogs?**

We have multiple options for walking the dogs. Onsite we have a large 50acre field, all farmland complete with dirt tracks and hay barns! We also have a fully secure field for those less trusty worthy off lead, or those who prefer a civilised sniffy walk instead of a muddy romp around. Lastly, we have a huge set of 4 fields making up 80 acres, complete with a brook and shady wooded areas. This is just at the end of the village, so we load the dog bus and take a trip through Kington. This walk is our favourite, and is a favourite of the dogs too!! All dogs can be walked on or off lead, and can be walked individually or in groups, just let us know your preferences on the entry consent form.

### **What happens if my dog gets poorly/injured?**

All dogs will also have a "wellness" check during the afternoon. This is important one-on-one time for each of them, where the dogs receive individual fuss and attention, as well as checking for any signs or illness/injury. Its generally a very good early indication if anything is wrong. Any minor ailments suchs as cuts and scratches, or ticks, can all be treated here. We stock a full supply of vet grade equipment for any such eventuality. Don't worry, we all always contact you first, and check you are happy for us to treat at home.

Anything we are more concerned about, we would take the dog to a vet. (again, after consulting with you first!) . where possible we will use your own vets, but if we cant get an appointment, we will use our vets, Martin and Carr Pershore, who can accommodate us at any point during the day. We also have an agreement in place with Severn vets for any out of hours emergencies.

If ever we cannot contact you the owner, we would next contact your emergency contact, so please ensure your entry consent forms are always up to date.

## **Is someone on site 24 hours a day?**

Yes. Staff members are on site with the dogs between 7.30 am until 7.30 pm. Overnight there is someone who lives on site in a log cabin. There is also CCTV live recording (with play back features) covering all areas of the facility on continuously. This gives live feedback to our phones so we can spy on the dogs at all times!

The building is also fully equipped with smoke and CO2 detectors.

## **What are your pick up and drop off times?**

Between 8 and 9 am, or 4.30-5.30 pm. Alternative times can be arranged if necessary, but if you turn up outside of those times without appointment, don't expect to find anyone in the office! We will be out in a field or running around in the mud! 😊

## **How do the dogs travel in the dog bus?**

The dog bus is used for the sole purpose of driving through the village to our private fields. It is fully crated with a variety of sizes of crate. We have also left a few seats in there (with seat belt attachments) for dogs not accustomed to crates. There is also water and a variety of safety equipment in the bus.

## **Where do they sleep?**

Whether day care or boarding, all dogs are provided with their own bedroom. (Though day cares will only use theirs for their midday nap!) Dogs will only share a room if they come from the same household and you want them to share. We have a variety of sizes, but all kennels are over twice the minimum required size for licensing. All bedrooms have a pop hatch leading to an outside area for toileting, or people watching. Hatches are closed over night for security purposes.

## **Are you fully licensed?**

Yes. Fully licensed by Wychavon council, our license number is 23/01195/ANIACT

## **Can my dog with complex/additional medical/dietary needs come?**

Yes. All dogs are welcome no matter what their needs and requirements. We have a fridge and a freezer, so can accommodate temperature controlled medication, and raw diets. Staff are fully trained on administering medication. Please ensure you leave full detailed instructions, and if leaving medication, ensure that is in the prescribed packet with their name on it. The only thing we cant do,

is cook food. So if your dog requires food that needs cooking first, please speak to us beforehand and we can make a plan to get it done at home.

## **Will I receive updates on my dogs holiday?**

Yes, we send photos and videos regularly for your peace of mind, and so you can see how much fun your dog is having! These are usually at the end of the day once weve all finished playing. We will always contact you if we have any concerns though, no matter how minor. So if you haven't heard from us all day, its probably because were far too busy having a blast, and youll get a video later on!

## **How do I pay?**

We can do cash, cheque or bank transfer.