

## **FREQUENTLY ASKED QUESTIONS-**

*Do you offer grooming?*

Yes we have a grooming room and are able to groom shampoo and clip your pet either whilst boarding with us or by appointment.

*What vaccinations does my pet have to have?*

Your vet will advise you if you tell him your dog or cat is coming to see us, and we also need your dog to have the kennel cough vaccine well in advance of him/her coming to stay.

*Are the buildings heated?*

There are radiators in kennels and also every kennel has an infra-red heat lamp. One cattery has infra-red lamps in each chalet, and the other is fully heated.

*Can I come to look?*

Please call, no need to ring first – our hours for visitors are 9am-5pm Monday to Saturday and 9am-1pm on Sundays and Bank Holidays.

*Can my pet have a test stay?*

We will be pleased to do this.

*Are pets from the same family able to stay in the same kennel or chalet?*

We have single double and family kennels, and our cattery chalets are all big enough to accommodate more than one cat.

*Are you able to give medication and treats?*

No problem.

*What do you do if my pet needs to see the vet?*

We will ask you for details of your vet so that we can contact them if necessary. We will take your pet for attention if this is required.