



Client Welcome Pack



info@haleswoodpethotel.co.uk



07410904232



Haleswood Pet Hotel



[haleswood_pet_hotel](https://www.instagram.com/haleswood_pet_hotel)



[haleswood_pet_hotel](https://www.tiktok.com/haleswood_pet_hotel)

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Why choose us?

Small and family run

Our main priority is the happiness and comfort of your pet as well as providing as many positive experiences as possible! We are family run with just the three of us here- Heather and daughters Holly and Niamh, so there is no constant changing of staff or new people for your pet to meet and build up a rapport with throughout their day. This means we can provide a much more personal service which thrives off efficient communication and as we are only a small and intimate setting, we can all get to know each and every pet staying with us down to the last detail.

Efficient online system

We use an [online booking system](#) so all of our guests details are managed effectively and are accessible to you to be able to update your pet's information which ensures a cohesive and thorough handover to us for any stay you may book in with us.

Dog socialisation

We specialise in socialising dogs in large groups for both boarding and daycare which enriches your dogs stay with us and is hugely beneficial for them. To determine whether your dog will be suitable for daycare and boarding with us, please see our [guide](#).

Daily updates

We post photos or videos to our Facebook and social media pages daily so you can keep up to date with the fun your pet is having and this offers you peace of mind. This isn't a service we charge for and you don't have to be a Facebook user to view the photos, you can access them without an account.

[Click here to go to our Facebook page.](#)

Private rooms

Every cat and dog that stays with us, including our doggy daycare friends, have their own rooms with outside runs. They do not share this (unless they are from a multi dog or cat household) and this allows them to make their room their own and really settle in. It encourages our doggy daycare guests to get some much needed rest in between sessions and it means they are not being put in crates or left trying to find a quiet corner to catch a nap. Think of it as having a room with a balcony at a nice hotel rather than sharing accommodation like a hostel. All rooms are covered by CCTV so we can monitor our guests during their downtime.

Top notch security

Security is an absolute priority for us and we have multiple CCTV cameras as well as multiple locks on all doors and points of access so you can rest assured that your pet is as secure as possible. We do not offer viewings of our facilities as an additional security measure and also so we don't upset our guests by showing strangers around which can be distressing and uncomfortable for the pet's in our care who may be wary of strangers or are trying to relax and get some downtime in between exercise sessions.

We also remain on site 24/7 so the facility is never left unattended at any point. If there is ever an emergency we will be able to act upon this immediately and we don't therefore have to rely on a keyholder to travel to the premises. It also means pets are constantly monitored and our CCTV helps with this.

Meet the team

Heather

It has always been Heather's dream to run a boarding kennels and cattery and finally the dream has come true! A Florist in a previous life and a qualified Dog Groomer, Heather has a wealth of experience with all kinds of animals. Heather has had dogs for her whole life, training them from a puppy and competing in Obedience. She was also a Licensed Rehabilitation Keeper when she had a Bird of Prey Rescue Centre and although Heather no longer actively rescues birds, she still has some who would not be able to live in the wild so live out their days at Haleswood, with dinner served on a plate!



Holly

Holly had the crazy idea one day whilst stuck at her desk at work that we should move to a big house with land and run a business, making the dream a reality and realising that working in an office might be the warmer, drier option but certainly wasn't the most fulfilling! Holly is the computer whizz and does love her spreadsheets and is in charge of all the 'techy' stuff. She also loves her animals too and you'll probably find her covered in dog hair and horse slobber, but with a smile on her face!



Niamh

Niamh is the youngest of the family, she enjoys horse riding and training both dogs and horses having achieved her Level 3 with a triple distinction star in Animal Management including dog and cat nutrition. Niamh also loves art and photography and is normally the one taking all the pictures around here!



Services & price list

All prices include VAT

**For boarding bookings that fall on bank holiday weekends, a three day minimum charge will apply. Please see our website for more information on this- <https://haleswoodpethotel.co.uk/price-list/>*

Dog Boarding

1 dog = £27.00

2 dogs = £36.00

3 dogs = £42.00 (small dogs only)

(Dogs must be from the same household to share a room and get on well)

Doggy Daycare

1 dog= £24.00

2 dogs= £33.00

(Dogs must be from the same household to share a room and get on well)

If you need to change a daycare that you have booked, we can move it to another day of your choice (subject to availability) for a £5 surcharge. The rebooked day must fall within 14 days of the amended daycare and we must be given a minimum of 24 hours notice. If you need to cancel the day completely, the usual T&Cs apply where the payment is lost.

Cat Boarding

1 cat = £13.80

2 cats = £21.00

(Cats must be from the same household to share a room and get on well)

Baths

Starting from £20 to £40*

During your dogs stay with us- we will bath your dog the day before, or the day of, your dogs departure so they smell lovely for your reunion

Rub 'N' Run- a bath for your dog when they come in for doggy daycare

**Prices will vary based on dog size, coat condition and length, or if your dog has a coarse, curly or thicker coat*

Deposits

A 50% deposit for boarding bookings or full payment for daycare bookings will be requested to secure them. If no deposit is received within 48 hours of making your booking, it will expire from the system. If a deposit isn't paid within this time, it will be removed from the system and we may not have availability if you try to book again at a later date.

Cat facilities

What we offer, all inclusive and no hidden extras:

- 🐾 a safe and secure environment
- 🐾 penthouse style suites with access to covered outdoor runs 24/7
- 🐾 fully heated/air conditioned rooms kept at a constantly perfect temperature
- 🐾 rooms are kitted out with vet bed, baskets, igloos where required and plenty of blankets and bedding
- 🐾 food served as required in relation to your cats diet (food to be provided by owner)
- 🐾 large and fun cat trees in every run
- 🐾 different levels available within the suite so cats have a choice and variation
- 🐾 views of our cattery gardens for all guests to watch the world go by
- 🐾 enrichment activities, puzzles and games



Our cattery is small, quaint and quiet allowing cats to really settle in and relax into their environment. They are not disturbed by dogs and have lots of variation throughout their stay.

We have 16 penthouse cattery suites and are licensed to look after 20 cats. Each cattery suite is big enough for two cats to share if they are from the same family. The sleeping area has two raised platforms so there is plenty of variation for your cat and plenty of space for your cat to have their own privacy too. There is a cat flap in the sleeping area that leads through to a spacious, covered external run that overlooks the cattery gardens and gives your cat plenty of opportunity to observe the various wildlife. Litter trays are situated in the outside run too so your cat can keep their sleeping area nice and clean.

The cattery is light and airy and the sun reaches all of the external runs at various parts of the day so your cats will be able to enjoy a snooze in the sun (when it comes out!) However the inside remains nice and cool and the cattery is heated during winter months. We are continuously monitoring the temperature in the cattery to make sure the conditions are perfect for our guests and they will always have access to their outdoor run no matter what the weather which is essential for their mental wellbeing.

See a [virtual tour](#) of our cat facilities



Dog facilities

What we offer, all inclusive and no hidden extras:

- 🐾 at least four exercise sessions throughout the day
- 🐾 group playtime for sociable dogs
- 🐾 a safe and secure environment
- 🐾 fenced and escape proof exercise paddocks
- 🐾 bright, homely rooms with access to a covered outdoor run throughout the day
- 🐾 fully heated/air conditioned rooms kept at a constantly perfect temperature
- 🐾 rooms are kitted out with comfy non-slip vet bed, baskets and plush bedding
- 🐾 food served as required in relation to your dog's diet (food to be provided by owner)
- 🐾 enrichment activities, puzzles and games



We have 20 spacious rooms and are licensed to look after 40 dogs. Each room is big enough for dogs from the same family to share (depending on size), they are decorated to make them feel nice and homely with a wall mural and are covered in a hygienic surface to maintain cleanliness and prevent the risk of infectious diseases. Rooms are fully heated in the winter 24/7 and remain nice and cool in the summer. Rooms have an attached covered outside run and your dog will always have access to their outside area during the day no matter what the weather. We encourage you to not think of kennels as “cages”. They are secure areas that ensure your dog’s safety and we make them as homely and comfortable as possible. Your dog therefore has privacy and security which in turn helps them settle into their own space, they can’t get hold of anything they shouldn’t and can’t hurt themselves. They are in the safest environment they can be so you can enjoy your time away with peace of mind!

We mix dogs in a large group of other sociable dogs which allows them to engage in natural behaviours whilst making lots of friends, enriching their stay and allowing them to have a fabulous time! Our boarding guests and daycare dogs socialise together throughout the day during their exercise sessions before having periods of rest in their own rooms where they can relax and recharge for the next session. This gives the added benefit for regular daycare dogs that if/when they join us for a longer boarding stay, they are already familiar with our routines and understand what it’s all about so they settle so much faster and the transition from daycare to boarding is often seamless. See our [dog suitability guide](#) to see if we are the right fit for your dog!

See a [virtual tour](#) of our dog facilities



Doggy daycare

Daycare at Haleswood

We do not impose conditions on our daycare customers such as a minimum number of days a week/month or that they can only come on specific, predetermined days. Our daycare is flexible and on a 'book as you need' basis. However this does mean our availability can differ greatly from day to day and week to week so we always advise booking as far in advance as you can to avoid disappointment.

We ask that dogs are [vaccinated, 100% with other dogs](#) and [neutered over the age of 18 months old](#).

Exercise and rest

Your dog will have multiple exercise sessions throughout the day, however unlike some daycare centres we give your dogs chance to rest and chill between sessions in their own, private rooms where they can get a quick nap in peace and quiet before going out for their next play. This also means they are not being put in crates or left trying to find a quiet corner to catch a nap in. It ensures your dog doesn't get overtired or grumpy and agitated. They still get plenty of exercise but we balance this out by giving them the time to recharge.

Exercising body & mind

Our exercise areas are safe and secure so your dogs can run free and off lead which they may not always be able to do in public spaces. We have three exercise paddocks that we rotate between throughout the year. Our main all grass play paddock has different levels, plants and bushes for lots of sniffs and things to investigate to vary their exercise session and the other all grass, escape proof paddock is surrounded by fields with livestock which offers a new experience for a lot of our guests and helps desensitise them to other animals safely. Our third paddock is an all weather area with AstroTurf for the winter so we don't have muddy dogs (although the spaniels still find a way!). All areas are safe for dogs paws with no sharp bits they could injure themselves on. We provide lots of enrichment including access to plenty of toys, balls, paddling pools during warmer weather and small jumps suitable for all ages that your dogs can enjoy without causing damage to their legs.

www.haleswoodpethotel.co.uk

Why is doggy daycare important?

- 🐾 Gives your dog the chance to be independent of their humans
- 🐾 Helps them grow in confidence.
- 🐾 It's a great opportunity to meet and socialise with a wide variety of other types and breeds of dogs
- 🐾 Your dog will learn how to play and doggy social etiquette
- 🐾 It can help with separation anxiety and occupy their day
- 🐾 Playing with other dogs is a natural stress reliever and it releases endorphins

Socialisation

We carefully assess all dogs before they are introduced to others to ensure there is no sign of aggression or dominant behaviour (see about [trials](#), page 11). This also allows us the chance to get to know your dog 1:1 before they charge off with their new buddies to play! It's important to us that we get to know your dog, their likes and dislikes and play tendencies to ensure that play remains safe and fun.

We don't cram as many dogs into a group as possible which means they won't be bouncing all over one another, vying for space. Our aim is to only provide positive experiences and help your dog have the best time with their friends.

Relaxed training





We actively encourage your dogs to learn through play and basic training but we don't force any training upon your dog, they naturally learn a better recall through interactions with us and good manners through gentle, ongoing encouragement.

Preparation for boarding

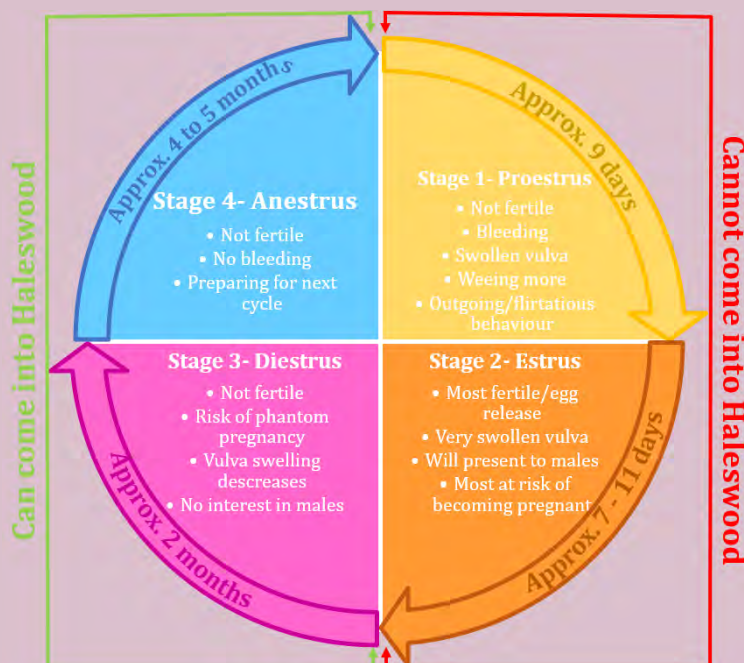
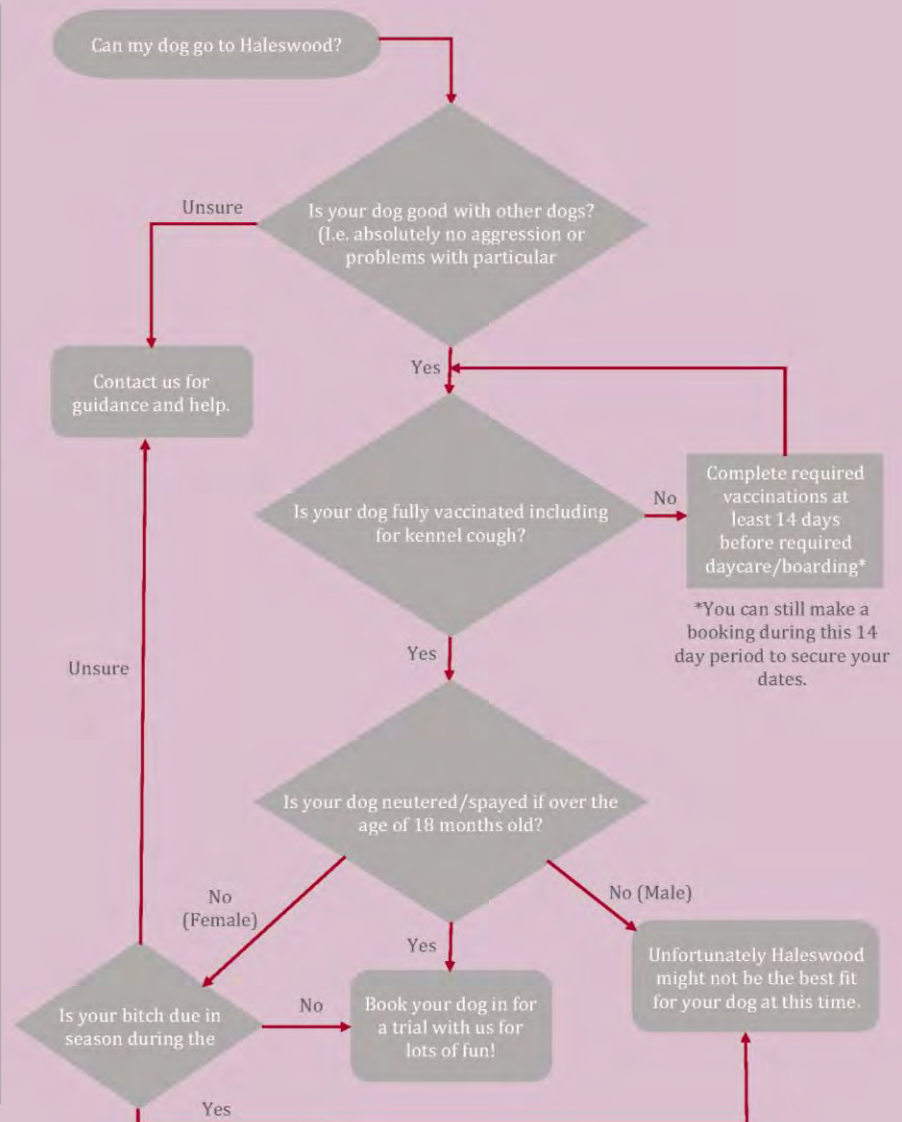
Daycare is also a great way to help your dog prepare for overnight boarding. They get to know us and our routine so when it comes to leaving them for a longer period of time, they are already happy and settled because they are in familiar surroundings that they associate with positive experiences.

Dog suitability

We do require for dogs to be:

-  Absolutely 100% with other dogs of all shapes, sizes and breeds as they will be expected to run off lead in a large group of other dogs with no issues and show **no aggression**
-  Be fully vaccinated including for kennel cough, this is a separate vaccination to their boosters so always double check this (see [next page](#))
-  Male dogs need to be neutered if over the age of 18 months in order to go into our social group (see our [neutering guide](#) for more on this policy)
-  Female dogs must not be in season-please see our [season cycle guide](#) below for when they can come in

Use our flowchart to determine whether Haleswood is the best fit for your dog.



Season Cycle Guide

The Proestrus and Estrus stages should last for around 21 days so your dog can't come into us for a minimum of three weeks from the time you notice that she is bleeding. A bitch's first season will be anywhere between 6 and 12 months old depending on breed and size (larger breeds may not have their first season until they are over 1 year). Seasons occur every 6 to 9 months, again depending on the size of the dog. It can take 18 to 24 months for a bitch to develop regular cycles.

Vaccination information for dogs

Your dogs vaccinations should cover:

- 🐾 Distemper, Hepatitis, Parvovirus (normally combined into one vaccine)- given every 3 years
- 🐾 Leptospirosis- given every year
- 🐾 Kennel cough- given every year

Your dog needs to be up to date with all of their core vaccinations, starting from their two primary puppy vaccinations (or if necessary, a vaccination restart) followed with yearly boosters, including the kennel cough vaccine for dogs.

Your dog's vaccination book will have stickers in it showing the brand of vaccination and what they are vaccinated for. Please see our [dog vaccination schedule](#) for a full break down of this.

In summary, stickers will show (depending on the vaccine brand) variations of DHP/DHPPi and L2 or L4 in their record book:

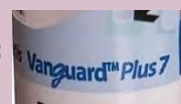


Vaccinations covering Distemper (D), Hepatitis (H), Parvovirus (P) & Parainfluenza (Pi)

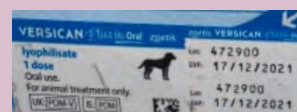
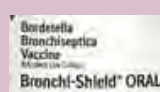
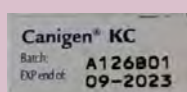
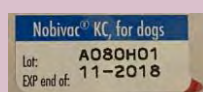


Vaccinations covering 2 strains of Leptospirosis (L2) or 4 strains (L4)

Occasionally Vanguard Plus7 will be used and this covers for all of the above so there will only be one sticker



And stickers covering kennel cough will show KC, Bronchi-Shield or Versican Plus BB Oral:



Dogs are fully covered 2 weeks after their 2nd primary vaccination and are suitable for boarding at **least 14 days after the KC vaccination.**

Please remember that the whole course will need to be restarted if the booster is overdue by more than 3 months.

Vaccination information for cats

Your cats vaccinations should cover:

- ❧ Panleukopenia virus/ infectious enteritis/ parvovirus, herpesvirus, calicivirus (normally combined into one vaccine)- given every year
- ❧ Feline leukaemia virus (not compulsory and given where required, please discuss with your veterinarian)- given every year

Your cat needs to be up to date with all of their core vaccinations, starting from their two primary kitten vaccinations (or if necessary, a vaccination restart) followed with yearly boosters.

FeLV vaccine

The FeLV vaccine covers for Feline Leukaemia Virus which isn't considered a core vaccine but is highly recommended for cats that spend time outdoors.

The FeLV virus depresses the immune system and cats tend to remain infected for life and can be fatal. Preventing this infection through vaccination is highly recommended.

Your vet can discuss your cat's requirements for this vaccination and will take their lifestyle and risk into account. If given, boosters can vary between 1 to 3 years, again depending on lifestyle.

We do not require this vaccination unless your cat is an outdoor cat and your vet deems it necessary.

Your cat's vaccination book will have stickers in it showing the brand of vaccination and what they are vaccinated for. Please see our [cat vaccination schedule](#) for a full break down of this.

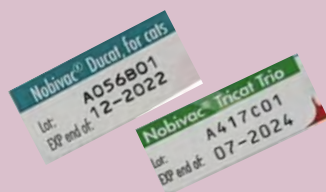
Stickers will vary based on brand but what vaccinations cover are abbreviated down to as follows-

R= Feline Herpesvirus

C= Feline Calicivirus

P= Feline Panleukopenia/Infectious Enteritis

FeLV= Feline Leukemia Virus



Nobivac combines the RCP vaccs. into Ducat or Tricat Trio (Tricat gives more protection)



Virbac has a combined vaccination which covers for RCP and FeLV



The FeLV vaccines are given separately where required depending on cat's lifestyle/risk

Cats are fully covered and can come into the cattery **2 weeks after their 2nd primary vaccination.**

Please remember that the whole course will need to be restarted if the booster is overdue by more than 3 months.

Trials

Why do we require a trial?

- 🐾 It gives us a chance to meet them and for them to familiarise themselves with us
- 🐾 To see how they settle into our setting and routine
- 🐾 To assess them with other dogs
- 🐾 Check there are no issues with continuous barking, aggression or destructive tendencies

We are currently only taking on dogs who are sociable and you can determine whether your dog will be suitable to come in for a trial using our [suitability flowchart](#) (see page 8).

We will ask for your dog to do a trial daycare before booking in a longer stay, to give us chance to meet them and see how they get on and make sure they will be suitable for overnight boarding. We don't want to find we are having problems with your dog settling after you have already gone away and the last thing we want to do is cause you stress whilst you're on your holiday!

We may also suggest some further settling in days on the lead up to a longer boarding stay. This helps to make sure you know your dog will have a fab holiday and that they have already met us and familiarised themselves with our routine. Cat's are also welcome to do a short settling in stay, however we appreciate most cats aren't keen on a cat carrier and car journey and they generally take a couple of days to really settle into their space so a trial for cat boarding is not required unless this is something you and your cat would like to do.

What to expect from a trial day

You will drop your dog off during our morning hours (preferably by about 9:30am)

We will assess them on their own with us first to make sure they are happy and comfortable in a new situation with new people and no issues being handled

Your dog will be shown and settled into their room whilst we wait for all of our other guests for that day to arrive, this also gives them chance to decompress and take it all in!

We will then assess your dog, on lead, with one of our really good, regular dogs and check there is no problems with aggression, dominating, humping or any other issues

Once we are happy, your dog will be fully introduced to the social group and we will make sure they are happy in a range of situations with dogs of all shapes, sizes and activity levels

Your dog will also be assessed on how well they settle into their own room and ensure they don't have problems with separation anxiety, barking or being independent

When you collect your dog at the end of their day during our afternoon hours, we will feedback to you how they have been and whether we think they will be fine to come to us again in the future

Booking with us

You can use our [Online Booking Guide](#) to help walk you through registering and making your first booking with us.

All bookings can be made [online](#) and we ask that you register as a new customer and set up an account using our online booking system.

All of our guests details are managed effectively with this system. Using it, you can request and make bookings as well as being able to constantly update your pet's information, vaccination details and instruct us on any dietary or medical requirements to ensure a cohesive and thorough handover to us for their stay.

To set up an account we will need the following information from you:

- 🐾 Your details, contact number and address
- 🐾 An emergency contact name and number (please consider who to provide as an emergency contact, we do need someone who is local that can step in if required)
- 🐾 Your pets details including name, DOB, microchip number, whether they are neutered/spayed, medical and dietary requirements, current weight and details about their behaviour
- 🐾 A photo of your pet (please do upload a nice photo of your pet)
- 🐾 Your pets vaccination records- we cannot accept your booking until we see proof of vaccination
- 🐾 Your current vets
- 🐾 Sign our terms and conditions (please read these before signing to avoid any future uncertainty)

Booking a trial

If submitting a booking request for a boarding stay for your dog, please also book in a daycare trial (see [page 11](#)) or contact us for dates that we may have available for a trial otherwise we will contact you to arrange this separately and pop your boarding booking on the waiting list pending the trial.

We can only hold your required dates for 2.5 weeks from the time of your initial enquiry/booking. If a trial has to be delayed due to out of date vaccinations or needing to get the kennel cough vaccination done before coming into us, we cannot guarantee that we will still have those dates available by the time you are ready to bring your dog in for their assessment.

If submitting a booking request for your cat, you can just request the dates you require and submit them to us with no further action to be taken in regards to a trial.

Vaccination records

Don't forget to upload a copy of your vaccination records or send them to us separately to info@haleswoodpethotel.co.uk or 07410904232 as we need to see proof of vaccination before we can accept any bookings.

Deposits

Bookings do need to be secured with a 50% deposit for boarding stays and full payment for daycare at the time of booking. Please note, deposits are non-refundable or transferable. Once payment is received, your booking is secured and absolutely guaranteed.

Communication

Getting in touch with us

It is easier to reach us via email, our Facebook page or by text/whatsapp.



info@haleswoodpethotel.co.uk



Haleswood Pet Hotel



07410904232

We struggle to answer the phone as we are often out exercising dogs or serving customers. It's much easier for us to respond to a message in between jobs or customers. But if you call between 12pm-3pm on a weekday, you should get hold of us for a quick chat.

Emails regarding your booking

You will receive various emails from us following your online booking request so please keep an eye out for them as they do include important information you need to know about your booking. These will come from a "no reply" email address which you may need to add as a contact to ensure the emails don't go into your spam/junk. Please do not email back to this address as it will not be seen by us, use the email address above instead.

1. Thanks for your booking request- the system will send you an automatic email that states you have successfully submitted a booking request
2. Deposit request- this will contain a link to pay your deposit/daycare and secure your booking within 48 hours of putting in the request
3. Payment receipt- once payment has been made you will receive a receipt to show this
4. Booking accepted (or declined if we don't have availability)- once we accept your booking you will be notified of this, you will also be notified if we don't have any availability
5. Booking confirmation- this will contain all of the important information we need you to familiarise yourself with including details about your booking
6. First booking reminder- will be sent out 14 days before a booking is due to commence asking you to send in your vaccination records if you haven't done so already and reminding you to not give the kennel cough vaccine within the next two weeks
7. Second booking reminder- will be sent out 5 days before arrival to remind you what information we need and what to bring with you

Updates during your pet's stay

We post photos on our [Facebook page](#) every evening so you can see pictures of your pet enjoying their day. We appreciate that you may be nervous about leaving your pet and we are happy to alleviate any concerns, but we do ask that you use the photos to relieve any worries as we aren't able to give individual feedback daily on how your pet has been. Please remember we are looking after many pets and we wouldn't have time to contact every owner, every day with an update. If we are having any problems, we will always let you know in the first instance, so take it as- if you don't hear from us, then everything is well!

Preparing for your stay

Update your online account

Please make sure you have updated your details online so we have the most current information including:

- 🐾 A copy of your pet's most recent vaccinations
- 🐾 A local emergency contact
- 🐾 Your current vet
- 🐾 Details about their diet (how much food they have, how often etc)
- 🐾 Any medical information or medication required
- 🐾 Any other details we need to know to make their stay enjoyable
- 🐾 Make sure you have signed the relevant documents sent to you to give us consent to socialise your dog or allow your pets (of the same type) to share a room

What to bring with you

Dog Boarding

- 🐾 Their normal food (to avoid a change of diet and any upset tummies)
- 🐾 Any bedding that will help your dog settle which could include an item of your clothing with your scent on
- 🐾 Any toys/bones they are attached to
- 🐾 Any medication they are taking in original packaging with clear instructions for administration
- 🐾 A suitable collar and ID tag* (that is not on a harness)
- 🐾 A secure lead
- 🐾 A crate if necessary

Doggy Daycare

- 🐾 Any food or lunch they normally have during the day
- 🐾 A blanket or a couple of toys to settle with if you think it will help
- 🐾 A suitable collar and ID tag* (that is not on a harness)
- 🐾 A secure lead

Cat Boarding

- 🐾 Their normal food (to avoid a change of diet and any upset tummies)
- 🐾 Any bedding that will help your cat settle which could include an item of your clothing with your scent on
- 🐾 Any toys including dangly toys they are attached to
- 🐾 Any medication they are taking in original packaging with clear instructions for administration
- 🐾 A secure cat carrier

✗ You don't need to bring any feeding bowls (unless it's a slow feeder), towels or litter trays as we have plenty here and each pet has a limited amount of storage

** It is a legal requirement for your dog to wear a collar with an ID tag containing your information such as your name, address and phone number. We do require for all dogs to wear a collar when going out with other dogs to socialise so we can hold onto them where necessary and easily put them on and off a lead. Cat's do not have to wear collars if they are not used to them.*

How to bring your pet's food

We can store sacks of food for longer stays, but please use reusable containers where possible such as plastic takeaway boxes or Tupperware containers for shorter stays.

If you wish to send your pets food divided up already into sandwich bags, please note we will send all bags back with you to be used again rather than binning them.

Wet food such as tins and trays can be sent in their normal packaging.

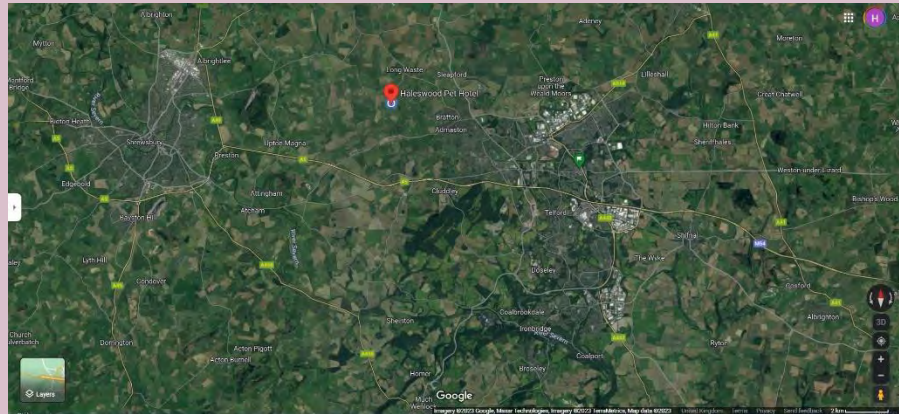
For cats, we can store boxes containing pouches/trays easily and their smaller sacks of dry food.

We do have fridge/freezer facilities for raw fed pets to store packs of food.










Dropping off & collecting your pet

Our address is-
Halewood Pet Hotel
Marsh Green
Telford
TF6 6NE

You can use Google Maps or Apple maps to find us and it will bring you straight here



On arrival we ask that you:

-  Wait in your car with your pet until we come to serve you
-  We work our daily routine around your chosen appointment times in 15 minute windows, so if you're here early you may need to wait until your time as shown on the board/someone is available to serve you
-  Park sensibly and allow space for others, times are set to avoid congestion and allow us to do a comprehensive handover
-  Make sure you have your pet fully secured on a collar and lead or in a carrier before getting them out of the car
-  We do have CCTV and will know when you arrive and are waiting
-  Do not leave your car doors and boot open and walk away as one of our cats may join you!
-  Remember some areas of the property are private and refrain from wandering around
-  We appreciate if you could remain on the car park at all times.
-  When we are ready for you, walk your dog over to the secure box and on collection we will call you over so you can let yourself into the box to safely take them from us

15 minute time slots

When making your booking, you will be given an option of choosing a time for dropping off and collecting in 15 minute chunks. As we are only a small establishment surrounded by small country lanes, we do ask that you arrive at your chosen time. This helps us to limit traffic and congestion on the lanes and to make sure there aren't too many cars on the car park. It also allows one of us to be available to serve you/know when you'll be arriving. We do spend a couple of minutes giving owners any feedback from their pet's stay too so this ensures we have a couple of minutes to chat or discuss any concerns.

What if I won't get there on time?

If you are running late just drop us a message or give us a quick call and leave a voicemail if we aren't available. As long as we know you are still on your way but just running late, it isn't a problem. But please remember we do have specific opening hours so if it doesn't look like you will make it before we close, we may ask you to make alternative arrangements such as getting a friend or family member to help or that your pet stays with us another night (if we have availability) and collected the following day in the event of a flight delay etc.

Car park

There is a small car park on site so you don't need to park on the lane, you just need to turn into the drive and bear to the left. There is a sizeable turning area but please be courteous to other customers when parking and allow plenty of space for others to manoeuvre and come in and out.

The car park is covered by CCTV so we know when you have arrived and will be with you as soon as we can be.

www.haleswoodpethotel.co.uk

