

## First time boarding advice



## We offer a free trial day for new customers on a Tuesday, Wednesday or Thursday\*.

\*Unfortunately we are unable to offer this service during bank Holidays and peak season periods so please check availability before booking.

Before boarding your dog with us here at Hydegate we recommend to all our new and prospective owners to give us call or email to arrange a visit. We can then discuss your individual requirements.

This allows us to form a bond and assess your pet's preferences. You have a choice of how long you leave your pet on their free trial day, including an overnight stay if required.

Free trial times:

Dayboarding: 8.30am to 4.30pm the same day.

Overnight: 8.30am to 10am the next day.

We will then give you an honest appraisal of your pet's time with us. We can then discuss with you what accommodation would be most suitable and what care package would be best suited to your pet's individual needs. During this time we hope your pet will have had such a lovely time with our dedicated team, your pet will look forward to joining us for their holiday with a waggy tail, for play, cuddles, fun and excitement.

Important information on what to bring with your pet

### What we supply

- Vet bedding – Safe, warm, hygienic and ideal for aching joints!
- Orthopaedic Mattress's are available for our older and infirm guests( subject to a damage deposit)
- Stainless steel and plastic bowls – hygienic and safe we also have a range of slow feeder bowls for fast eaters.
- Plastic beds (small, medium and large)
- Slip rope leads
- Food; -We feed twice a day unless otherwise advised, we supply a range of food including:

#### Dogs:

Dry: Burns Original Chicken and Rice, Burns Weight Control, Burns Puppy, Alpha Sensitive (hypoallergenic and wheat and gluten free) and Chappie Complete mixer.

Wet: Chappie tinned, Butchers tinned and raw frozen Tripe\*

\*we do not currently provide a complete raw diet but are more than happy to feed raw if supplied with your pet. Please contact us to discuss feeding/supply/storage options for longer stays.

#### Cats:

Dry: Burns Cat, Burns Kitten, Go Cat

Wet: Felix Jelly tin, Whiskers Gravy tin, chicken\*,tuna\*

\*we do not currently provide a complete raw diet but are more than happy to feed raw if supplied with your pet.

Please contact us to discuss feeding/supply/storage options for longer stays.

- Grooming equipment- we have a variety of specialist grooming equipment – please ask about our professional grooming services, there is more information available on our grooming page.

## What to bring

### Every visit:

- Your pet!
- Lead/harness/halti
- Vaccination card:

ALL DOGS AND CATS MUST BE FULLY VACCINATED – FAILURE TO PROVIDE ADEQUATE PROOF OF VACCINATION WILL RESULT IN CANCELLATION OF YOUR PETS STAY.

PROOF OF VACCINATION WILL ONLY BE ACCEPTED IN THE FORM OF A CURRENT CERTIFICATE/ CARD OR ON VETERINARY HEADED NOTEPAPER.

PASSPORTS ARE ACCEPTED AS PROOF BUT PLEASE CHECK THAT THE PASSPORT HAS ALL THE RELEVANT VACCINATIONS.

### First time/ re-start vaccinations

Both parts of the vaccine must be given at least 10 days prior to arrival if pets are starting a new course of vaccinations or having a 'restart' (if your pet is overdue on their annual booster your vets may require you to start a new course).

### Booster vaccinations

In-date booster vaccinations can be given at any time prior to arrival and we can arrange for a vet to come out and give a booster vaccination if they are due to expire during a pets stay.

## Dogs

Dogs must be up to date with Distemper, Hepatitis, Parvo, Parainfluenza and Leptospirosis vaccinations.

The initial vaccinations should be given 2 – 3 weeks apart for puppies and about 2 weeks apart for dogs older than 12 weeks.

A booster is required annually and if a booster is missed then the vet may require a full restart to be repeated 2 weeks apart

Infectious Bordetella (kennel cough) vaccination is not compulsory but we advise you seek your veterinarians advice as to whether it is beneficial for your dog.

## Cats

Cats must be up to date with Cat flu and Feline enteritis vaccination.

Feline Leukemia vaccination is not compulsory but we advise you seek your veterinarians advice as to whether it is beneficial for your cat.

## Rabbits

All rabbits must be vaccinated against Viral haemorrhagic disease and Myxomatosis. THESE CANNOT BE GIVEN TOGETHER AND MUST BE GIVEN TWO WEEKS APART.

Can be vaccinated from 8 weeks and annual booster thereafter.

### Optional extras:

- Booking form if first visit and please allow 15 minutes on your first visit to allow for a health care check, a time slot will be given on confirmation of your booking.
- Lead/harness/halti – We use our slip leads to walk dogs unless otherwise instructed however we are

more than happy to walk your dog on a correctly fitted harness or other walking equipment if specified. Please bring these with you for us to use during your pets stay.

- Food - should you wish to supply your own food please ensure that there is enough for the duration of your pet's stay, plus a few extra days. Please ensure that this is securely packaged – and can be stored appropriately i.e. raw food and clearly labelled with correct feeding instructions.
- Treats/chews – Please only bring enough treats for your pet during their stay, clearly labelled and with feeding instructions. These must be suitable for unsupervised consumption due to choking risk.
- In date clearly labelled medication with dosage instructions – enough for the duration of your pets visit plus a few extra days if required.
- Flea and worming treatment- We can administer spot on or tablets if needed during your pets stay.
- Toys – up to 2 toys that are safe for your pet to be left with unsupervised.
- Blanket/old piece of clothing – A small item of clothing e.g. t-shirt/jumper or a small blanket that smells of home.
- Calming sprays – e.g. pet remedy, we are happy to use these as directed during your pets stay.

### **Do NOT bring:**

- Bedding - We provide safe, hygienic, veterinary bedding that we can wash and change regularly for your pet. In the event of a toileting accident our bedding can be replaced immediately without any disturbance to your pet. For this reason we cannot accept a pets own bedding, including; Bean bags, Duvets/pillows, Fabric beds/cushions. We also do not wish to encourage any soiling habits of a pets own bedding and using our own bedding helps to discourage this. Specialist bedding for medical conditions is permitted but we do not accept any liability for beds soiled, damaged or lost during a pets stay.
- Bowls – We cannot accept own bowls unless medically required e.g. stand or box feeder. Please let us know prior to arrival if your pet has specific feeding requirements and we will do our best to accommodate their needs.
- Crates – For safety reasons we do not allow crates except by prior arrangement
- Rawhide chews and bones – Sadly we cannot allow these chews due to an increased choking risk.
- Motorised toys – Due to the potential ingestion risk of exposed batteries or small moving parts we cannot accept motorised/electronic toys for cats and dogs.

If there are any items you would like to bring for your pet but are unsure of their suitability, please do ask

### **Parasitic Control**

It is vitally important that your dog or cat is kept up to date with their parasite and worming programmes.

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