

## Welcome to the BELOVED Family



Thanks for choosing us for your dogs play group and holidays!

Just a couple of things you might need to know...

Our address is Willow Hill Farm, Radford road, Kington, WR7 4DJ. look out for the BELOVED entry sign at the gate, then head up the drive to our car park.

Pick up and collection times are between 8-9 am, or 4.30-5.30 pm. This is to minimise disruption, and maximise playtime. Let us know when placing your booking, what times you will be needing.

When collecting or dropping off your dog, please wait outside until the reception desk is free, and leave respectful distance around each other.

### What to bring

We will need a completed copy of all relevant entry forms including the terms and conditions. We will also need a copy of their vaccination records, or bring the original and we can scan it on the day. Please remember to update us if ever any information changes, regarding your dog, yourself or your vets.

Any food your dog needs during their stay, whether for day care or for boarding. Make sure its labelled with your dogs name and any necessary measuring equipment (eg scoop or cup) is also provided. We don't need their bowl, unless they require a specialised feeding bowl.

Any medication your dog needs for their stay. Again labelled with instructions provided. If it is prescription, please ensure the vet sticker is with it.

If your dog would feel more comfortable with their own bed/blanket/teddy/thing that smells of you, then please bring that with them, again labelled. But we can provide it all for them if they're not fussy.

Lastly, a harness or collar, but we don't need their lead.

Don't worry, if you do forget anything, we will have it here! 😊

### Updates

We will send you updates in the form of photos and videos. But please rest assured that no news is good news, so if were super busy playing fetch, and you don't hear from us, everything is fine! We will always contact you if we have any concerns about your dog.

### How to pay

At the end of their stay, we will require payment of either cash or bank transfer. Bank details are BELOVED KENNELS – HSBC – 40 47 17 9404 1348 And please use your dogs name as a reference.

If you have any other questions, give us a call or a message on 07966 471602