

The Dog House – Frequently Asked Questions

What time can I drop my dog off?

- Our morning check in/out is 8-10am. Our evening check in/out is 5-7pm.
- Outside of these hours is by prior arrangement only and may be subject to an additional fee.
- If you need to change your time slot, please let us know as far in advance as possible.

Do I need to bring food and treats?

- We recommend bringing your dog's regular food and treats to avoid any upset tummies. We can provide dry biscuits if needed.
- Please **do not** individually bag/portion meals. We have scales to weigh out any portions, or if you use a certain cup etc at home, bring that along too.
- We have a fridge and freezer for any fresh, frozen, raw or opened food.

How about food and water bowls?

- We provide a range of food and water bowls for use and you do not need to pack any. We ask that you only bring raised or slow feed bowls where needed.

Can I bring my dogs bed/blanket/crate?

- You're welcome to bring any bedding, blankets and toys to make your dog's stay more comfortable, but this is not a necessity.
- All of our kennels come with a raised metal bed and a selection of blankets and toys. Please let us know in advance if you will be bringing a crate so we can arrange the kennel accordingly.

How many poo bags should I bring?

- None! We try to avoid the use of single use plastic where possible and compost all of the dog waste.

Are your kennels heated?

- All of our kennels in the main block benefit from underfloor heating. Our stand-alone kennels have individual radiators to regulate the temperature.

Help! I can't find my dogs vaccination card!

- Please ask your veterinarian to email a copy of your dog's vaccination history, either to yourself or direct to us as info@thedoghousenorfolk.co.uk.

Does my dog need the kennel cough vaccine?

- We ask that all dogs receive the kennel cough vaccine at least 2 weeks prior to boarding. If this is not possible, we may still be able to accommodate your dog in one of our standalone kennels, away from the main block, to minimise any risk of infection, entirely at the owners risk.

Can you administer medication to my dog?

- Yes we can. Anything from tablets, liquid to insulin. Please keep medication in its original packaging and clearly label with the dog's name and your surname. We will ask for details of dosage and times upon arrival.

Do I need to pay in advance?

- For stays of 3 days or less we require payment in full to secure your booking.
- For stays of 4 or more days we ask for a 25% deposit when making your booking.
- If you need to cancel or amend your stay, as long as you give us 7 days' notice we can carry forward any payments to future or amended stays. Less than 7 days' notice and you would lose your 25% deposit.

Will my dog interact with other dogs?

- With the written permission of both owners, we will try to socialise your dog with dogs of a similar size/energy after a controlled introduction.
- The layout of our kennels provides privacy for each dog and interaction with other dogs is entirely optional.

What happens if my dog falls ill whilst in your care?

- All of our staff are canine first aid trained and conduct regular health checks of the dogs in our care.
- Where possible we will contact your regular vet surgery for advice and treatment because they will have access to your dog's full medical history.
- We will always act in the dogs' best interest, even if we are unable to contact the owner before seeking vet treatment. We use Caister Vets for any emergencies, who are less than 5 minutes away.

How secure are your kennels?

- We use a state-of-the-art alarm and CCTV monitoring system. You can access the webcam to your dogs kennel for an additional fee.
- There is someone on site 24/7, all year round. The kennels are never left unattended.
- Our exercise paddock is surrounded by a secure fence and dogs are never left unattended whilst exercising.

