



Dyers Moor Farm & Kennels About Us - July 2025



How to find us:

Dyers Moor Farm, Parkham Ash, Bideford, Ex39 5pr.

What 3 words location -Moderated.Habit.Surfaces

Our postcode is direct to the farm, as you head down our lane, please follow the lane to the left and you'll see Reception on your left. **Please always wait** in your car to be greeted by us especially if another car is present as some other guests can be reactive/ nervous. Please understand that we live in a very rural area and therefore our roads can be narrow so advise allowing extra time to find us if not using Google Maps or a satnav.

How to contact us:

Amy Neil 07807460970 / Facebook - Dyers Moor Farm & Kennels /
Email - dyersmoordoggies@gmail.com

We aim to respond to messages as soon as we can, there may be a minor delay during walk times, check ins/ departures but we always endeavour to get back to you as soon as we can. The best way to contact us is via Whatsapp. Weekend correspondence may be less frequent as we also run a smallholding alongside the kennels and are often on the farm so limited access to the phone at this time.

Drop off/ Collections times

Monday – Friday: Between 8-9am/ Between 4:30-5:30pm

Saturday: Between 10-11am

Please ensure that you arrive within these times otherwise a late/ early charge will be applied. If you are running late, please keep in communication with us and we will try our best to accommodate where possible but please understand that these times are allocated for a reason to ensure we can follow routines and timings with our other guests that are staying with us.

Please DO NOT arrive earlier than the designated time slots as this interferes with the routine and daily running of the kennels.

We **officially close** at 5:30pm. If you are not going to make it to us for this time then your dog/s will need to stay another night and the additional amount will be added to your stay.

If a different collection/ drop off time is required we will try our best to accommodate but this needs to be agreed before confirmation of booking and will incur a fee

Sundays & Bank Holidays - **Closed for collections & drop offs.**

Payment methods:

Once you have confirmed the dates you require for your dog's holiday with us, we require a 50% non refundable deposit upon booking. The remaining 50% balance of your dog's stay will need to be paid at least 14 days before their arrival date of booking. We will send out a reminder message on the 14 day deadline to ensure your dog's space is secured in the diary. We do not accept cheques and cannot accept card payments at this time. Any bookings secured with less than 14 days before arrival date, full balance of payment is required upon

booking, none of which is refundable due to not being able to provide 14 days notice of cancellation. We cannot reserve any spaces in the diary without receiving the 50% deposit so please bare this in mind in regards to our availability.

Bank details: - Amy Darnley - Nationwide - 07 08 06 - 40702080

Booking policies:

In order for us to manage our bookings fairly and efficiently we require a minimum of 14 days notice for a cancellation of a boarding booking. If you wish to cancel your booking with less than 14 days before your dog/s are due to arrive, we are unable to refund any money sent to us as we may struggle to refill that kennel space. This also applies if your dog is unable to attend due to illness.

Please note if more than 14 days' notice are provided for a cancellation of boarding booking and monies have been paid in full, we will refund any monies paid except the initial 50% deposit.

Daycare bookings in advance are welcomed however full balance of these dates need to be paid upon booking to reserve your space. We are unable to refund/ transfer any daycare sessions to another date if you decide to cancel so please double check your dates before booking them.

All deposits are not transferable or refundable so please ensure you are happy with the dates before confirming your booking. If you wish to secure your deposit for a boarding booking before your dog/s have attended a trial/ taster session, please note, this deposit is non refundable even if your dog is unsuccessful. It is therefore advised, where possible, to avoid booking your dog/s holiday with us before receiving feedback following their daycare trial/ taster session as monies deposited to secure the booking CANNOT be refunded if the daycare trial is unsuccessful.

Daycare trials/ taster sessions:

Daycare trials/ taster sessions are compulsory for all new dogs joining our family here at Dyers Moor Kennels. Some dogs can take a little longer than others to settle in a new environment away from home and we like to make sure all dogs are happy and comfortable whilst in our care. Our trial/ taster sessions also allow us to try and build a relationship with your dog and get them familiar with our routine and facility ahead of their holidays. Some dogs may take longer to settle into our environment and therefore we may request another trial/ taster day and overnight stay (at an additional cost) to try and ensure your dogs are settled in our care. Most dogs settle really well, we try to adapt to each individual dog's needs where possible but some dogs can find a kennel environment overwhelming. Please understand that we will provide honest feedback following your dog/s session with us and will always try our best to adapt to your dog/s needs where possible. If your dog shows any signs of distress, anxiety, aggression etc, all of this will be taken into account as to whether we feel your dog is suitable for our environment. We recommend securing a trial/ taster session with us as soon as you can to allow us time to offer extra sessions and an overnight trial if required. If we feel your dog is not suited for our environment, our main priority is your dog's wellbeing so we may suggest finding alternative accommodation.

Food:

We advise bringing your own food to help provide consistency and familiarity with your dog/s however we can provide food if necessary. We use a working dog based dry food but can also supply wet food if required. This will incur a fee added to the final balance and will need to be discussed prior to booking to ensure stock levels etc.

We do give treats throughout the day so if your dog/s have a certain diet or they have a favourite treat that you'd like them to enjoy, please bring them along with you and we will give these throughout their stay.

Prices:

Daycare session:

- £14 - Dogs (Over the age of 18 months old)
- £18 - Puppies (20 weeks old to 18 months old)

(Daycare charges are only applied on arrival/ departure days when boarding)

Per night:

- £17 - Dogs (Over the age of 18 months old)
- £21 - Puppies (20 weeks old to 18 months old)

Trial/ taster daycare session:

- £17 - Dogs (Over the age of 18 months old)
- £22 - Puppies (20 weeks old to 18 months old)

- 2 Dogs sharing a kennel 15% discount
- 3 Dogs sharing a kennel 20% discount

Only dogs from the same household can share a kennel

If a dog is continuously 'messy' in the kennel (urinates, sprays/ scent marks or poos) then we will need to charge extra to allow the additional time spent cleaning the kennels between walks etc. If this occurs during your dog's stay then we will contact you whilst you're away to make you aware of the balance which will be due before your dog is collected. Any future bookings will be subject to a new amended price.

50% extra will be charged on all Bank Holidays.