



Dyers Moor Kennels About Us - July 2026



How to find us:

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

What 3 words location - Moderated.Habit.Surfaces

Our postcode leads directly to the farm. Please follow signs towards the kennels and you'll see our Reception on your left. If another car is present, **please wait** in your car until the car in front leaves and then reverse up to our wooden gates. Please understand that we live in a very rural area so advise allowing extra time to find us if not using Google Maps or a satnav.

How to contact us:

Amy - Whatsapp - 07807460970 / Facebook - Dyers Moor Farm & Kennels

Email - dyersmoordoggies@gmail.com

We aim to respond to messages 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 and are often on the farm so have limited phone access.

Prices:

Daycare sessions:

- £18 for 1 dog
- 10% Discount for 2 dogs sharing
- 15% Discount for 3 dogs sharing
- 20% Discount for 4 dog sharing

Daycare - Drop off times & Collection times

Monday - Friday:

AM - Between 8-9am drop off

PM - Between 4:30-5:30pm collect

Boarding:

- £22 per night for 1 dog
- 10% Discount for 2 dogs sharing
- 15% Discount for 3 dogs sharing
- 20% Discount for 4 dog sharing

Daycare charges apply on day of arrival for boarding bookings and apply on departure days if collected PM (between 4:30-5:30pm)

Boarding - Drop off times:

Monday-Friday: Between 8-9am

Saturday: - 11am ONLY

Boarding - Collection times:

Monday - Friday:

- AM collection - Between 8-9am
- PM collection - Between 4:30pm - 5:30pm

Saturday: - 11am ONLY

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.

Trial sessions: (Overnight)

Weekdays - (e.g- Monday AM - Tuesday AM)

- £45 for 1 dog per session
- 10% Discount for 2 dogs sharing
- 15% Discount for 3 dogs sharing
- 20% Discount for 4 dog sharing

**50% extra will be charged on all Bank Holidays.*

Only dogs from the same household can share a kennel.

Charges may be applied if you arrive outside of our drop off/ collection times. If you are running late, please communicate with us and we will try our best to accommodate where possible. Please understand that these times are allocated to ensure we can follow routines and timings with our other guests that are staying with us.

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 relevant charges will apply.

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

Please keep an eye on our website and socials for updated opening hours, including Christmas opening days/ times.

As of January 2027, our PM collection time will be changing to between 4-5pm.

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.

Bank details: - Amy Louise Services / Amy Neil - Monzo Business Acc - 04 00 05 - 64951090

A payment link can be sent if necessary.

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. 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 non 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 trial/ taster session as monies deposited to secure the booking CANNOT be refunded if the trial is unsuccessful.

We are unable to amend any bookings once a deposit has been secured. We will try, depending on our availability, to accommodate any changes but please note this will be classed as a new booking and relevant charges will apply. The existing 50% deposit only covers the original bookings dates so please be aware a new deposit amount will be required. If you wish to extend your booking, we will try to accommodate but additional charges will apply.

Trials/ taster sessions:

These sessions are compulsory for all new dogs joining our family here at Dyers Moor Kennels. Our trial/ taster sessions 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 and therefore we may request another trial/ taster session (at an additional cost). Most dogs settle well but some dogs can find a kennel environment overwhelming, please understand that we will provide honest feedback following your dog/s session with us. 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 facility. We recommend securing a trial/ taster session with us as soon as you can to allow us time to offer extra sessions, 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 and can also supply wet food if

required. This will incur a fee added to the boarding total 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 favourite treat that you'd like them to enjoy, please bring them along with you and we will give these throughout their stay.

