

FAQS

Your questions answered.

ANSWERS TO ANY QUESTIONS THAT YOU MIGHT HAVE

Q. I made a booking, but my dates have changed. Can I shorten / extend the stay / rebook for different dates?

If the kennels are full, it may not be possible to rebook or extend the stay. If this happens, please get in touch as soon as possible to discuss this with me. You can always shorten a stay, but you will be charged for the full booking.

Q. I made a booking, but I have to cancel it.

Please let me know as soon as you can. However, 25% deposit is non-refundable.

Q. I need to drop off my dog late. Is this possible?

It might be possible to drop off your dog later in the evening. Please contact me to discuss.

Q. I want to pick up my dog early. Is this possible?

It might be possible to collect your dog early in the morning. Please contact me to discuss.

Q. Are you open over the Christmas period?

I am open to dogs over the Christmas holidays. On Christmas Day I am closed for people so you cannot drop off or collect your dog on that day.

Q. Do you charge more over holidays?

We do charge extra for Christmas day and boxing day New Year's Day and the 2nd of January.

Q. Can a friend or relative collect my dog for me?

I would need to be notified if anyone other than you will be collecting your pet, otherwise I will not release them. I will need permission from you and will need to see ID from the person collecting the dog.

Q. Do you offer a collection and return service?

Can be arranged at a cost

Q. My dog isn't vaccinated. Can it still board?

No. I cannot accept unvaccinated dogs or dogs whose boosters are overdue. This is a condition of the Dumfries and Galloway Council Licence and is not flexible under any circumstances.

Q. Does my dog need to be treated for fleas, ticks and worms?
Yes, this is for public and staff Health and Safety.

Q. My dog is on medication. Will you give it to him whilst boarding?

Yes. Please give me full details of your dog's condition and medication along with any other special instructions and I will follow your instructions. Please bear in mind that pre-existing medical conditions are not covered by the kennels insurance scheme. Please make sure you bring enough for the length of the stay plus some extra for unforeseen circumstances.

Q. My dog is old. Can he still board?

Yes, of course. Please be sure to let me know of any special requirements or age-related problems.

Q. My dog is really nervous - how will you deal with this?

The key to minimising stress is to make sure that the dog feels safe and secure. This is achieved by spending time with the dog and building up trust. If your dog is nervous please let me know when booking

Q. Do you board puppies?

Provided they have been fully vaccinated for 30 days, yes. The minimum age limit for boarding puppies is 12 weeks.

Q. Do you accept bitches in season?

No, it is too disruptive for the other dogs.

Q. My dog has a special raw food diet – is this OK?

Might be possible we would need to discuss before your dog comes to stay

Q. My dog has never boarded in kennels before. Will it be ok?

Yes. If you would like to introduce your dog to the kennels before their stay, please contact me to make an arrangement.

Q. Last time my dog stayed in kennels it lost weight. Is this normal?

Yes. The dogs are in a different environment where they may be more active than normal or get different exercise from what they would at home. If your dog has limitations with health and length of walks, please let me know when making your booking.

Q. Last time my dog stayed in kennels it seemed very tired when it got home. Is this normal?

Yes. The dogs will have a different routine from what they have at home so their sleep pattern will have been different in the kennels.

Q. Can I bring my dog's own bed or his toys?

Yes, but this is at your own risk. The dog might chew things as they are in a different environment from home. Suitable bedding and food and water bowls are provided in the kennels, but some people feel that the dog having their own bed/blanket/toys with them settles them better. Some people also bring an old item of clothing that smells of them. If your dog chews anything you put in with them, Guildhall kennels is not responsible.

Q. I have other questions not covered here.

If your question is not answered here, please contact me and I will reply when I can.