

# Newgate Update



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## We are full - sorry!!!

Whilst you don't want to hear these words, we can assure you that we certainly don't like saying them. We do try to accommodate all our clients but at extra busy times (please see below), we cannot guarantee accommodation, even with 8 weeks notice.

Newgate's administrator, Pat (pictured above with the office girl, Tuppence) says, "We are finding a lot of clients are giving advanced bookings after sitting down at the New Year and planning their holidays for the next 12 months. We also find that clients will ring from travel agents or from home (if booking on line) to check availability before committing themselves. If you are planning a trip please call or e-mail and we will gladly check availability for you".

In a further attempt to help the situation we keep our client database to a constant number. This is regulated by our computerised booking system, which in turn only allows us to register a certain number of new clients in any particular period.

## Day creche

Pictured above with Lisa and Lee are Mac and Cookie, two of our regular day boarders. We have offered a day crèche service for a number of years & found that clients use day boarding for many reasons. Starting with puppies, then of course work commitments, builders and probably the most important, a day of retail therapy! Give yourself a day off & try our day crèche service readily available Monday to Friday 8.00 - 6.00 (5.00 in the winter) & charged at the 4 - 6 day rate.

## Congratulations!

Pictured right are Joel and Phil B at the 2010 Training Awards. During the ceremony held at Crewe Hall, Newgate Kennels was Highly Commended for its commitment to training and development. Phil said, "It was a great night and it was amazing to be in the company of employees and management from such companies as Bentley Motors and BAE Systems, I felt really proud". Joel added "It was recognition of our ongoing staff training, to date my colleagues & I have accumulated an amazing 36 NVQ's ranging from Level II to Level V in Animal Care, Customer Service and Management. We have been greatly assisted in achieving so many qualifications by our two training providers, Total People and Lite Ltd, a big thank-you to the both of them!"

PLEASE REMEMBER		PLEASE BOOK EARLY to avoid disappointment!
Newgate Kennels' extra busy times are:		
February Half Term	12th Feb. - 28th Feb.	All dogs need to be in by 2pm!
Easter Holiday	15th April. - 30th April.	
May Bank Holidays	1st May. - 31st May.	
Summer Holidays	18th June. - 27th Sept.	
October -Half Term	8th Oct. - 8th Nov.	
Christmas and New Year	17th Dec.. - 3rd Jan.	
For opening hours and charges, please see our current Price List.		

## DON'T FORGET!

- Kennel Cough Vaccine (for dogs), this is now required throughout the year.
- Annual Vaccinations (for all Animals), to be up to date.





**Gorgeous George,**  
pampered by Emma & Sarah

**Exercise!**

Zsuzsa & Megan and Michael & Portia have got the hang of walking. Bubbles (pictured centre with Zoltan) has some way to go!



**So Cute!**

Apollo & Artemis enjoying their "day of beauty" with Clare & Jenny.



**Bath Time Fun!**

Paul & Tim give Bracken the full spa treatment



**...4 hens a-laying**

Our 2 "hennerys" are proving very popular. Pictured with the girls are Phil P, Karl, Sophie & Tom.

# All Creatures Great & Small!

just a few of the varied pets who have recently stayed in our care.



**Bluebell & Lily**

with Matthew & Adam.



**Double Trouble,**

pictured with Timone & Sye are Natasha & Nisha.



**The biggest Guinea Pig in the world?**

Caramel takes a closer look watched over by Rachael, Melissa & Lillie.



**Laid Back Rabbits**

with Josh, Chloe & Luke.



**Bulldog Britain**

Alfie & Mia with Phil H & Stuart

**More Lettuce?**

Rocky the 5 year old "Hermann" Tortoise, enjoys constant room service.



**Gloria, a 14 month old Bearded Dragon Lizard**

caused a slight commotion. Her diet consisted of live crickets and mealy worms – I'm a Cricket – Get me Out of Here!!



**...& yes Goldfish!**