



2012 Issue 13

Newgate Update



Wilmslow Cheshire SK9 5LL Telephone: 01625 525 409
 www.newgatekennels.co.uk email: info@newgatekennels.co.uk

Tuppence says, Please Book Early!

Along with Tuppence we really don't want to disappoint you and we hate having to say "No", but when we're full, we're full. All our extra busy times are listed below and coincide with all Bank and School Holidays. We cannot guarantee availability during these

periods and can only suggest that you book as soon as you can, for example **last year by the end of March we were already full for the first 2 weeks in August.** We know that a lot of you now plan your year ahead during the Christmas and New Year

holidays. This is often after you have heard from family and friends and arrangements have been made for get-togethers, holidays and weddings. **As soon as you know your dates please call or email - contact details as above.**



& Clare adds...

"its not just the kennels & cattery that gets booked up in advance. I am finding a lot of my regular grooming clients are booking weeks ahead, usually when collecting their dog from their current grooming appointment. With 3-4 weeks notice we can usually find a date and time to suit you"

No need to pack the duvet

Yes, we provide beds & bedding and always have. Every heated room has a bed for each pet. Cats have an igloo bed each and dogs have an oval bed each, which are lined with Vetbed (a soft fleece). This is checked daily (when the room is cleaned) and changed every 3 days. To keep on top of the mountain of Vetbed we have 2 commercial washing machines, cat and dog vet bed is washed separately (in non-bio washing powder). Drying is no problem as we have a large tumble dryer, but fresh air is always the best!

So next time you're packing, wash the dog and cat beds and leave them at home to air!

PLEASE REMEMBER
Newgate Kennels' extra busy times are:

February Half Term	19th Feb. - 29th Feb.
Easter Holiday	30th March. - 16th April.
May Bank Holidays	4th May. - 5th June.
Summer Holidays	22nd June. - 24th Sept.
October -Half Term	12th Oct. - 30th Oct.
Christmas and New Year	21st Dec.. - 3rd Jan.

PLEASE BOOK EARLY
 to avoid disappointment!
 All dogs need to be in by 2pm!

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.



We have 2 commercial washing machines.



Our covered walkways are great for drying.



Harley approves of his vetbed.



Cookie modeling her vetbed.



& we also sell vetbed in our shop.



The Saturday's *The Saturday part timers are, (from left to right) Karl with Harry, Matthew with Callum, Tom with Tinker, Chloe with Lucas, Lucy with Henry, Lisa 'F' with Poppy, Lee with Pippa & finally Emma with Alfie.*



The Investors

"The Assessor was satisfied beyond doubt that Newgate Kennels & Cattery continues to meet the Investor in People Standard".

We were first recognised as an Investor in People Company in 1999 (Investors in People is the national quality standard for effective investment in the training and development of all the staff to achieve the business objectives). In November 2011 we had our 3rd review (held every 3 years) and passed with flying colours. Working towards the standards makes sure we all know what's going on and helps keep all our HR up to date.

"Pet owners can be assured the highest standards of customer support for themselves and the highest standards of care and professionalism for the animals staying or receiving attention".

All staff receive thorough internal training and are then encouraged to attend day release college. All the 12 fulltime staff have achieved a minimum of NVQ Animal Care level II and between them have amassed an amazing total of a further 29 NVQ's, ranging from grooming to customer service and management!

"Newgate Kennels & Cattery is an exceptionally run organisation where staff are engaged to the highest level to deliver a standard of excellence".

(The above 3 quotes were taken from the Investor in People Assessors report, November 2011).

To find out more about the Newgate Kennels & Cattery staff go to our web site www.newgatekennels.co.uk and click on Meet the Staff, go on you know you want to!



The Sunday's

The Sunday part timers are, (from top to bottom) Natasha with Narla, Niamh with Billy Blue, Lisa 'C' with George (rabbit), Melissa with Luby Loo and last but not least Rachael with Deep-Deep our resident blind duck.



The In-betweeners *Photographs of mid week and full time staff feature on the 'photo board' which is situated in our reception.*