

Check In & Check Out



CHECK IN



Welcome to the new look reception and in the sales area a wider range of stock is now available. Including from Woof & Brew, tea bags for dogs, but not any old tea, these are healthy herbal infusions!



Work started back in 2012 to convert the adjacent store. Two years later we have been able to open up the reception area and create separate check in and check out desks. We now carry a wider range of pet products and the combination of buying direct from manufacturers with our keenly priced wholesaler means we always sell below RRP. (Don't forget we have a weekly delivery every Tuesday so can order in non stock items)



Watch out for our special offers throughout the year and don't forget your loyalty card which gives you a 5% discount on future purchases.



Jason, Frieda and Friends

Jason and his companion Frieda (centre of the photo) made quite a stir when they came to stay. They also took part in the local Scarecrow festival and even had a day out at the Wilmslow Show. The annual Scarecrow festival is organised by the Wilmslow Dean Rotary Club. Last year 200 businesses and schools took part and raised over £2,000 for local charities.



Pictured above are Frieda & Jason (centre), surrounded by staff and guests.



Apprentice Winners!

What an evening that was! Meeting Pete Waterman (he trained Simon Cowell!) and winning the North West's National Apprentice award for "Small employer of the year". Not only that, Newgate Kennels has been recognised as one of the country's top 100 apprenticeship employers, rubbing shoulders with the likes of Barclay's Bank and United Utilities. Pictured with Pete Waterman are Lucy Green & Joel Millett of Newgate Kennels and Jackie Shopland Reed, MD of Lite Ltd who provide the apprenticeship training. Congratulations to Lucy, Olivia and Ellie who have achieved NVQ II in Animal Care and to Phil B, NVQ III in Sales & Marketing. Well done everybody!

PLEASE REMEMBER Newgate Kennels' extra busy times are:

February Half Term	14th February – 3rd March
Easter holiday	11th April – 28th April
May Bank Holidays	2nd May – 2nd June
Summer Holidays	28th June – 15th September
October Half Term	10th October – 3rd November
Christmas and New Year	19th December – 5th January

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

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.

5 Spa Treatment

Clare and Jenny with their assistants Phil H, Paul and Ellie are the new Famous Five, between them they provide a full canine grooming service. Please ask for a free consultation to discuss the Spa treatments and various shampoos on offer. As a thank you to our grooming clients, a voucher will be given after every 6th trim or bath. The voucher entitles you to a free upgrade to one of the spa shampoos.

Clare & Jenny want to remind you that 3 weeks notice is now becoming the norm for grooming appointments



Pictured above in the consultation area, Phil H, Paul, Jenny, Ellie & Clare.

Distance Selling & cancellation charges - know your rights

Did you know here at Newgate we hate cancellation charges as much as you, but we also have to be fair. We have never charged a cancellation fee if we have more than 7 days notice or it's due to illness, bereavements or severe weather, but when we get a phone call the day before arrival to say "My sons now at home for the bank holiday weekend so we don't need the kennel", a days cancellation fee seems fair, especially when we have been turning bookings away.



We recently came across an article in a trade magazine on Distance Selling.

The Distance Selling Regulation states,

If a booking is made via the telephone or email it is classed as a "distance contract". The booking must be confirmed and the contract concluded by sending an email or letter with details of the booking along with terms & conditions including the cancellation policy. The client then has the right to cancel the booking without penalty within 7 working days. Failure to send confirmation of each booking allows the client a further 3 months in which to cancel without a penalty.

For each and every booking you will receive an email confirmation and if you don't have email we will send out a confirmation invoice in the post. Our policy will remain that if you give more than a weeks notice prior to the arrival date to cancel or shorten a booking you will not be charged a cancellation fee. Happy Days!

Bye, bye British Gas & hello Biomass Boiler

Reducing gas and electricity bills is on everyone's list. In 2012 when Newgate's combined annual heating and lighting bill topped £29,000.00 we knew drastic measures were called for. After much research and advice a wood burning boiler seemed to be the way forward. After the design, came the costing, a staggering £300,000! With our very helpful HSBC bank manager Tom, we managed to get the finance in place. First came over 1/2 km of pipe work to connect all the kennel & cattery blocks to the boiler, then Colin had only 125 radiators to hang! Commissioned November 2013, the boiler heats all the kennels, catteries, staff accommodation and provides an endless supply of hot water. Figures so far suggest that the annual bill has been reduced by almost 2/3 to £11,000. It's still a lot, but warm pets are happy pets!



(Top) Presley says nice and toasty! (Far left) Supervised by Tuppence, Colin ably assisted by Lee, Phil P & Josh take delivery of 125 radiators & copper pipe. (Above) Inside the new boiler room.