



More Choice

On a recent visit is baby Oliver with his proud parents Sophie and Phil P checking over the extended range in the Newgate shop. (Sophie is returning in the spring after maternity leave). With more lines added, the choice has just got even better. Our range of foods now includes Natural Instincts (frozen raw food) and our own Rotherwood Mill grain free complete. We also stock the Beco range of eco-friendly toys and the ever popular natural Antler chews & treats. **Why not come & visit our shop, we are open 7 days a week from 8.00 am to 6.00 pm.**



Welcome & Well Done!

A big welcome to Clare T who joined us in 2015 and well done to Karl who has been awarded his level II in Animal Care. They are pictured holding Lily & Alfie in their family room. Clare T achieved a level 3 extended diploma in animal management at Reaseheath College. Between them, Clare T and Karl form a vital part of the "back of house" team helping administer ongoing medication to our guests (don't worry it's all legal).



The Apprentice

Unlike Lord Sugar, we have said "Your Hired" not to 1 but to a further 4 apprentices! From left to right are Daniel, Jennifer, Michael E and Lucy WT. They are studying on day release for their Animal Care qualifications with Lite Ltd of Stockport. They are pictured holding participants in the regular "Ted lookalike" competition. (Just so you know the real Ted is being held by Lucy WT).

Congratulations!

Rachael & Lucy have both achieved their Customer Service level II. They love working on reception and are both now qualified "Meeters & Greeters". Our reception is open 7 days a week from 8.00am-6.00pm. Don't forget check in for dogs is 8.00am-2.00pm.



THE Newgate SPA NEWS

Please ask for your copy of our new newsletter, "The Newgate Spa News". It includes up to date prices and treatments and loads of photos!





Are you legal?

Has your pet been micro chipped?

From 6th April 2016 all dogs must be microchipped by law. After this date owners of dogs in England who fail to have their dog microchipped will face a fine of up to £500. This new legislation is backed by all the main dog charities, The Kennel Club and the British Veterinary Association. At Newgate we also think it's a great idea, especially if it can help reunite a lost pet with its owner.

Pictured left, is Phil B receiving training on microchip scanning from Home Vet Claire McArdle & thank you to Charlie for being our model.

Where's Susan?

After last year's scarecrow festival, Susan (Newgate's own spotted dress wearing scarecrow) went into hibernation for the winter. Come the spring all we could find was a pair of blue wellies and straw stuffed glove.



Frieda & Barnaby (the straw dogs) do seem to have put on a lot of weight. The hunt goes on, where's Susan? The local annual Scarecrow festival is organised by Wilmslow Dean Rotary club.

Solar Power

Our goal of being carbon neutral continues. Late in 2015 we had 80 solar panels installed on the roofs of 4 of the kennel blocks. With a 50 kW capacity the system aims to save over 10 tonnes of CO2 per year. (Whilst we are not sure about the technicalities we have been reliably informed that it's definitely good for the environment).



What Availability?



You know we really don't like saying "Sorry we are full".

To try and help we limit the number of new clients we register. In October 2015 we stopped taking new clients for this February, July and August. A lot of you now sit down during the Christmas holidays and map out the coming year. Booking 12 months ahead is becoming the norm.

So please, please book early!

Pictured left are Newgate's administrators, Liz, Pat Joel and Tuppence.

Cancellations

Whilst we have never charged for cancellations due to adversities or illness, we have always asked for 7 days notice to reduce or cancel.

We have had to change our policy after last year when a number of clients reduced summer bookings of 1 and 2 months down to a long weekend!

For bookings 1 - 14 days (including day crèche), the 7 day rule still applies.

For bookings of more than 14 days we are now asking for the same period to cancel or reduce e.g. 21 days' notice for a 21 day booking. Thank you.

PLEASE REMEMBER Newgate Kennels' extra busy times are:

February Half Term	12th – 29th February
Easter holiday	25th March – 11th April
May Bank Holidays	29th April – 6th June
Summer Holidays	24th June – 12th September
October Half Term	14th – 31st October
Christmas and New Year	16th December – 2nd 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.