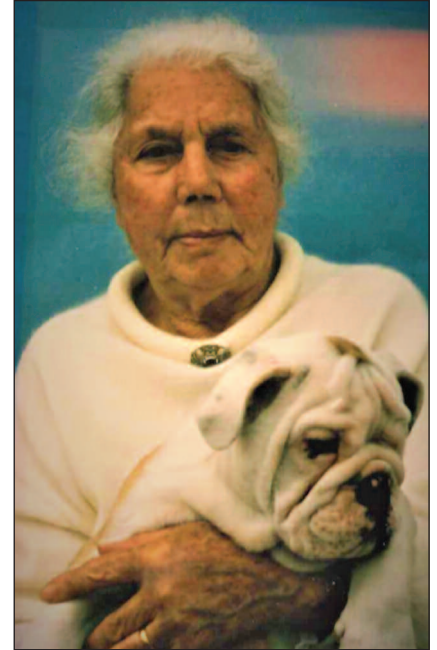




## 5 Stars

We think Grandma would have been very proud that we have been awarded the highest rating of **5 stars** by the licensing authority.

Jess Millett, affectionately called Grandma by all the staff, founded Newgate Kennels & Cattery over 70 years ago in 1948. Her ethos was to treat all 4 legged guests as her own, something we still strive to achieve.



Jess Millett 1902 - 1998

## Congratulations

It was a very special day when Jenny brought Sebastian on his first visit to meet the staff. Pictured with Jenny & Sebastian are Holly (left) & Julie (right) who are both helping to cover reception and grooming whilst Jenny is on maternity leave.

The Newgate Spa remains as popular as ever. With many of you having your dogs trimmed on a regular basis, we tend to be booking 3 weeks ahead.

Fold

Fold

## 2020 School Holidays

Extra busy times (school holidays) are highlighted below.

January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4						1	1	2	3	4	5	6	7				1	2	3	4	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	8	9	10	11	12	13	14	5	6	7	8	9	10	11
12	13	14	15	16	17	18	9	10	11	12	13	14	15	15	16	17	18	19	20	21	12	13	14	15	16	17	18
19	20	21	22	23	24	25	16	17	18	19	20	21	22	22	23	24	25	26	27	28	19	20	21	22	23	24	25
26	27	28	29	30	31	23	24	25	26	27	28	29	29	30	31	26	27	28	29	30							

May							June							July							August						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2	1	2	3	4	5	6	1	2	3	4							1				
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
24	25	26	27	28	29	30	28	29	30	26	27	28	29	30	31	23	24	25	26	27	28	29	30	31			

September							October							November							December							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
			1	2	3	4	5				1	2	3	1	2	3	4	5	6	7				1	2	3	4	5
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	
27	28	29	30	25	26	27	28	29	30	31	29	30	27	28	29	30	31											

## DON'T FORGET VACCINATIONS!

Please bring your pets up to date vaccine card when checking in.

All vaccinations to be in date including the kennel cough vaccine for dogs.

## PLEASE REMEMBER

Dogs check-in 8.00 - 2.00

TEL: 01625 525 409 8.00 am - 6.00 pm

Once you have read the newsletter, fold it in 1/2 and pin me to your notice board.

## AVAILABILITY

With many clients now booking a year ahead we are getting booked up far quicker. This applies especially to the summer holidays and Christmas. Weekends always go first, especially Saturday night. In fact the only "quieter" periods we have are the months of January and November. To try and help the situation we do limit the number of new clients we register.

### February Half Term

14th Feb – 2nd March

### Easter

27th March – 20th April

### Spring Bank Holiday

1st May – 11th May

### Whit Week

22nd May – 1st June

### Summer Holidays

3rd July – 7th September

### October Half Term

16th October – 2nd November

### Christmas and New Year

18th December – 4th January 2021



# Newgate

Kennels & Cattery

## Welcome

To our 2020 newsletter and to Jasmyn & Leah our latest apprentices. They have joined an existing workforce of 38. Our dedicated team are all smiles in the "Meet the staff" photo board which is proudly hanging in reception. There are a further two new boards, one for all the "legals" and a "Here at Newgate" with photos of the kennels and Catteries.

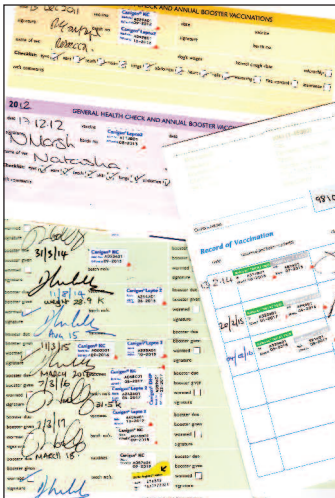
A new face to watch out for on reception is Jess who is being trained by Lucy. Jess has worked part time here at Newgate since 2014 and joined us full time in June last year after completing her degree at Chichester University.



Leah with Millie & Jasmyn with Rodney



Lucy & Jess



## Please help us to keep legal

First it was GDPR and then came defra (Department of the Environment, Fisheries and Rural Affairs) bringing in new licence conditions for kennels and catteries. There are a lot of changes, not only for us but also for you.

A few examples are a record of all identi-chip numbers, flea and worming details and if you have more than 1 dog or cat, written consent for them to share and contact details for whilst you are away. To meet the new regulations you are required to fill out a new Client Contract form for each of your pets. Whilst some of you have already filled out the new forms there are a lot who haven't. To help we are sending out the forms in January 2020 with a stamped self-addressed envelope.

As a thank you all the completed client contract forms received before the 31st January will be entered into a prize draw. There is a chance of winning one of ten £50 vouchers which can be used towards the cost of your pets boarding.

Newgate Kennels and Cattery Ltd.	
CLIENT CONTRACT	
<small>To comply with DEFRA regulations, please complete this Client Contract in full, one form is required per pet. Please note client details must match those held by your vet.</small>	
TITLE _____	INITIALS _____ SURNAME _____
ADDRESS _____	
POSTCODE _____	HOME PHONE _____
<small>MOBILES - These numbers will be used in case of emergency and will be checked on each visit.</small>	
NAME _____	NUMBER _____
NAME _____	NUMBER _____
EMAIL _____	
<small>LOCAL CONTACTS - Please leave a friend or relative name and contact details. Please note that we will only release names and your pet's information in these contacts. At least one contact must be listed.</small>	
PHONE _____	RELATION _____
NUMBER _____	EMAIL _____
ADDRESS _____	
PHONE _____	RELATION _____
NUMBER _____	EMAIL _____
ADDRESS _____	
<small>If you would like to leave further contact please ask at reception for a continuation sheet.</small>	
PET'S NAME _____	BREED/TYPPE _____
COLOUR _____	AGE _____
SEX _____	NEUT (Male) _____ SPREYED (Female) _____
<small>I the undersigned have read and agree with the terms and conditions as stated. This signature also gives Newgate Kennels and Cattery Ltd. permission to liaise with my vet during my absence, including discussing my pet's medical records and allowing them to sign consent forms. For any treatments my vet sees fit.</small>	
Signed _____	Date _____
<small>The above information is for our use only and will be treated with the utmost confidence. A copy of our Privacy Policy is on our website and at our reception; hard copies are available on request.</small>	

## Vaccinations - To be in date please

To comply with our licence all vaccines have to be in date for the duration of the pets stay. Some of you have said that your veterinary practice have told you that there is a grace period once the vaccination has expired. Unfortunately this does not apply if your pet is boarding, our licence does not recognise this grace period. To help ensure that your pet is up to date, we at the time you make your booking check your pets vaccination status with you and in addition place a note on your confirmation email if we require to see the vaccination card. Quite a few of you tell us that you keep the card(s) in the glove compartment of your car, Top Tip!

## Toys R {not always} us

After reading a disturbing article in a pet trade magazine Phil B questioned how safe are the toys that we give our pets. The article described numerous cases of toys being chewed and digested with many dogs ending up on the operating table. The thought of a dog in our care becoming another statistic would be dreadful. With this in mind we felt it our responsibility to carry out a risk assessment. We started by looking at the toys on sale in our shop and without fail all carried a warning, the following is a typical example:

It is the responsibility of the owner to decide if this toy is suitable for their dog as all dogs are different in how they play with toys, no toy is suitable for every dog. This toy is strong but not indestructible. Dogs should always be supervised when playing with toys.

We researched on line, paying particular notice of the animal welfare sites. We also took advice from local vets and had a focus group of clients.

Our findings concluded that to avoid any risk we should refuse all toys. The health and safety of your pet whilst in our care is paramount but their wellbeing is also important. With this in mind and taking into consideration all our research we will accept the following: Kong Classic, Nylabone & "Antlers".

These should be the correct size for your pet and be undamaged. For dogs who like to greet with something in their mouth we can supply an extra piece of Vetbed.

We appreciate your understanding & co-operation.



Lola gives her seal of approval