

Hello and thank you for considering Sniffles for provision of daycare services.

We would like to begin with explaining our ethos and how daycare works with our establishment.

Generally, our services are required due to the nature of our daily lives, when work and other daily routines prevent us from being able to be around and fulfil our pet's needs. Working hours can be long and needless to say that our daily responsibilities do not stop with work, we all know how life takes over. Dog owners look for solutions to make sure their pets are not neglected, and turn to establishments such as ours. Of course, we are here to fulfil those needs. But we must state that we are here to fulfil your pet's needs too.

In our experience, just like us humans, dogs need to socialise with other dogs. What we noticed over the years is that dogs, the more time they spend with humans, they start to think that they are humans too, which may manifest in many various forms and lead to some unwanted behaviour at home. Whilst in daycare, they will be around other dogs, and with that, they are free to behave just as a dog should, thus resulting in a much better quality of their lives.

Unlike some of other establishments, our daycare groups are small, with up to 6 dogs daily. This works well for both shy and playful dogs, as sometimes larger groups can be either intimidating or overwhelming. Also our team can dedicate more time and love to them on an individual basis. Therefore strong bonds form with peers and us alike.

What we also learned over the years is that dogs love routine. They love the anticipation of upcoming events we lay out for them, and they clearly show that they know the upcoming.

Of course, with new arrivals, few times will be required, but nevertheless they learn quickly. There are occasions which will require more time, such as dogs with separation anxieties, or just the plain shy ones who only need more time to get to know the rest of the pack and us alike. In these cases, we prefer to ease them in by doing a few short sessions, 1-2 hours, and gradually increasing. And for some, they just come in and appear like they knew us for a long time.

We have two sets of routines, for adult dogs and puppies. Adult dogs are very adaptable and learn the routines quickly. As the groups are small, we observe them on an individual basis, and learn their toilet patterns, and according to the observations, they are taken out as needed so they can relieve themselves. They will be taken out once daily for a full group walk in the park for exercise and play.

With puppies, the routine is more structured, and will vary with their age. With the very young ones, we only take them out on short walks, 15-20 minutes, as we do not wish to over exercise them at that stage, and the duration of the walk will increase with age. You are welcome to set the duration of your puppy's walk.

With puppies, we do our own potty training. We take them out very often so they can relieve themselves. Initially every hour, gradually increasing the interval as their bladder strengthens.

What we look to achieve is for them to learn that indoor areas are not for relieving, and in many occasions they will start to show us that they are in need to go out.

As they are quite lively, we make sure that after each play they get a break by separating them from the group (their nap time). We will provide the puppies with lunch, unless they have special dietary requirements, in which case we will ask you to provide your own dog food.

Our requirements:

Initially, a trial will be required, up to 4 hours (free of charge) so we can assess your dog's suitability for our daycare. It gives us a chance to observe your dog's traits, ability to accept the pack, and to see if your dog is or can be happy in the environment we provide. This generally relates to adult dogs as the puppies grow and learn. Please note that puppies will need a trial too.

Copy of the up to date vaccination records, which must include the kennel cough vaccine, which is not administered by the vet unless requested.

Dogs must be neutered/spayed as early as allowed by the vet. We can only allow up to one year of age without sterilisation.

The agreement and the dog & owner forms must be filled and signed before we officially start daycare

We must be in possession of your house keys whilst your dog is with us. In case if any dog becomes ill with a contagious disease, we need to be able to separate them from the pack. Unfortunately we do not have facilities for an isolation room.

Our above requirements are necessary to operate as a doggy daycare, as local authorities demand it before issuing our daycare licence.

Booking and payments

If you require bookings on ad-hoc basis, payments for our services must be done on the day. Please note that ad-hoc bookings are subject to availability, and we cannot guarantee you a space. We require 24hour notice for cancellations (48 hours if you change your mind during the weekend). Failure to cancel within our policy times will be charged fully.

For regular set days bookings, payment will be required in advance. On the 1st of each month, an invoice will be sent to cover the entire month. Add-on services will be carried forward on to the next month's invoice. For any changes or cancellations on regular services, a month's notice will be required.