

Daycare & home boarding



A happier day. A home from home. Structured daycare, welcoming home boarding and thoughtful grooming, with space to explore and time to rest.

A day built around your dog

Our four-acre setting combines supervised social time, agility, soft play, enrichment and comfortable rest areas. Dogs join suitable groups and have breaks throughout the day. Puppy learning and individual support are reinforced with rewards and clear routines.

A familiar place to stay

Home boarding is for our regular daycare dogs, subject to assessment, suitability and availability. A familiar team and routine help your dog settle. Comfortable household sleeping arrangements are discussed with you before the stay. Boarding includes normal household activity; tell us about any concerns relevant to a home environment.

Getting started

Register through the online portal, share your dog's information and arrange an assessment. A trial or phased introduction may be recommended. Regular attendance requires at least one full daycare session per week and a minimum charge of four sessions per calendar month.

Your online account supports bookings and care updates. We share journals and photographs and discuss changes in behaviour promptly. Extra owner support or short-notice care can be discussed, subject to availability.

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Clear prices. Familiar care.

Service / payment basis	Current	From 1 Jan 2027
Standard daycare / day	£40	£48
Bronze VIP / month	£430	£575
Silver VIP / month	£560	£725
Gold VIP / month	£690	£875
Standard boarding / night*	£29	£35
Qualifying VIP boarding / night*	£14	£15

All prices include VAT. Boarding is per night plus applicable daycare. Collection by 8am: no collection-day daycare charge; after 8am: full applicable daycare unless covered by a qualifying VIP allocated day. Fixed contracted days determine eligibility. See the final page for Christmas/New Year supplements and closures.

Extended care from January 2027

From 1 January 2027, daycare is 8am-6.30pm. Breakfast Club (7am-8am) is £12; After School Club (6.30pm-8.30pm) is £12; late care (6.30pm-10.30pm) is £24. On qualifying VIP days, confirmed Breakfast Club bookings and After School Club to 8.30pm are included; 8.30pm-10.30pm is an extra £12. Breakfast Club must be booked month by month in advance, subject to confirmation, canine staffing, licensed capacity and reasonable usage for fair access. It is not automatically reserved every day. Book other extended care in advance, subject to availability.

Before each visit

We assess each dog's suitability and require disclosure of health and behaviour concerns. Dogs must be neutered by 12 months unless a vet confirms a medical reason for delay in writing. Females in season are excluded from all services and must be collected immediately if their season starts onsite. Prong, shock and choke collars are not permitted. Full health and booking requirements are set out in the Client Terms of Service.

Daycare is billed monthly in advance, due on the 1st. A fixed 25% non-refundable deposit secures boarding; the balance is due 14 days before arrival. Cancellations within those 14 days remain payable in full, with the deposit credited towards the total. Charges remain subject to reasonable actual loss, costs saved, replacement bookings and consumer rights.

Booking and care requirements

Health and attendance

Dogs must be fully vaccinated, including against kennel cough, and up to date with parasite protection. A kennel cough exemption requires written veterinary confirmation and must comply with licensing requirements. A booster grace period of up to three months may be permitted with evidence of a booked vet appointment, subject to veterinary advice and the current protection required by the licence. Dogs must be symptom-free for at least 48 hours after vomiting or diarrhoea. An ill dog onsite must be collected within one hour of notification.

Regular places, notice and holding fees

Ending or reducing a regular daycare place requires one full calendar month's written notice, always starting on the 1st of the following month without discretionary exception because forthcoming sessions and staffing must be preplanned. Allocated days remain payable during notice. For an absence exceeding one calendar month, a holding fee of 50% of the usual monthly charge retains the place; otherwise it will be reallocated. This does not automatically pause or reduce an active VIP commitment.

Behaviour and incidents

Three documented incidents within a rolling 12-month period may result in removal from services. Serious aggression or an immediate safety risk may require immediate removal without waiting for three incidents.

Refunds and termination

Cancellation, non-attendance or termination does not automatically entitle a client to a refund, credit or release from payment. Retained or charged sums must reflect services supplied and reasonable actual direct loss, accounting for costs saved, replacement bookings and payments received. Any excess prepayment is refunded. Statutory consumer rights remain unaffected.

The Client Hub provides the current 2026 terms and the 2027 terms effective from 1 January 2027. Read the applicable terms alongside your service agreement.

Christmas & New Year

2026/27 boarding supplements - per dog, per night

£24 per night: nights starting 24, 25 and 26 December 2026, 31 December 2026 and 1 January 2027.

£12 per night: nights starting 23 December, 27-30 December 2026 and 2-3 January 2027.

The supplement is added to the applicable boarding rate. It replaces a weekend or bank-holiday supplement for the same night. No overnight supplement applies to the collection day.

Collection day

Collection by 8am has no collection-day daycare charge. Collection after 8am incurs the full applicable daycare rate unless covered by a qualifying VIP allocated day. Fixed contracted days determine eligibility; moving a session does not create a discounted boarding night.

Festive arrangements

Daycare closes from 23 December 2026 and reopens Monday 4 January 2027. Festive boarding is by prior arrangement. Your written quotation confirms the dates, service availability and full charges. Existing agreed quotations and protected contract prices are honoured.

This page clarifies the accompanying guide. Service terms and statutory rights continue to apply.