

Unlike many smaller or less busy facilities, our office procedures are comprehensive and it is not as simple as just letting you in to pick up your pet. There are tills and computers and security implications in opening our facility to the public on any day and Sundays mean costly staff hours which are unnecessary for the most part.

Our dedicated team ALL work weekends in rotation and often devote long hours to your pets on public holidays and school holidays, Christmas and Easter, when the majority of our clients are on holidays, and we prefer to reward their commitment with some valuable family time when we can make the hours available to them. Closing our office on Sundays allows us to do just that.

Our business is operational 7 days a week, 365 days a year, no exceptions. We live on site, the kennels are our home too. It is imperative that we manage our resources responsibly to achieve the maximum care for pets, and strict regulation of office hours are a must. So unless you have an extreme or extenuating circumstance (e.g. arriving via road after travelling for long distances, sudden illness/accident) please do not ask. If you are arriving After Hours or on Sunday due to flights, we will be happy to assist with airport collection or delivery, but you will not be permitted to accompany your pet to or from within the boarding facility. See transport.