

# **Pampered pets boarding LTD Opening Hours and Access Policy**



## **1. Policy Statement**

At Pampered Pets Boarding Ltd, we aim to provide a smooth and efficient service for our customers while maintaining a calm and secure environment for the animals in our care. This policy outlines our standard opening hours, access procedures, and restrictions to ensure the safety and well-being of both pets and staff.

## **2. Scope**

This policy applies to all customers, staff, and authorised visitors accessing our kennels and cattery.

## **3. Standard Employee Working Hours**

Our business operates during the following hours: (Please note there is always at least one member on site at all times).

### **Winter**

**Monday to Saturday: 8.00am–12.30pm and 15.00pm-17.30pm**

**Sunday & Bank Holidays: 8.00am - 13.00pm and 15.00pm-17.00pm**

### **Christmas period**

**Christmas Eve Opening Times: 08.00am-12.30pm and 15.00pm- 17.30pm**

**Christmas Day Opening Times: 08.00am-11.00am and 14.00pm -16.00pm**

**Boxing Day Opening times: 08.00am-11.00am and 14.00pm-16.00pm.**

**New Years Opening Times: 08.00am-12.30pm and 15.00pm- 17.30pm**

**New Years Day Opening Times: 08:00am- 12.00am and 15.00pm-17.00pm**

### **Summer**

**Monday to Saturday: 8.00am–13.00pm and 15.00pm- 17.30pm**

**Sunday & Bank Holidays: 8.00am - 13.00pm and 15.00pm-17.00pm**

These hours are subject to change, and any adjustments will be communicated via our website, social media, and signage at the premises.

## **4. Drop-Off/ Collection and Reception Times**

To ensure a smooth check-in and check-out process, we require all drop-offs and collections to be within the following times:

### **Summer**

**Monday- Saturday Morning Slot: 10.00am – 13.00pm.**

**Monday- Saturday Afternoon Slot: 15.00pm- 17.30pm**

**Sunday and Bank Holiday Morning Slot: 10.00am-12.00pm**

**Sunday and Bank Holiday Afternoon Slot: 15.00pm-17.00pm**

### **Winter**

**Monday- Saturday Morning Slot: 10.00am – 12.30pm.**

**Monday- Saturday Afternoon Slot: 15.00pm- 17.30pm**

**Sunday and Bank Holiday Morning Slot: 10.00am-12.00pm**

**Sunday and Bank Holiday Afternoon Slot: 15.00pm-17.00pm**

### **Christmas Period**

**Christmas Eve Morning Slot:10.00am-12.00pm**

**Christmas eve Afternoon Slot: 15.00pm-17.00pm**

**Christmas Day: Closed**

**Boxing Day: Closed**

**Please note the reception will also be closed at these time slots so any emails and telephone requests will only be answered within these times.**

Customers must notify us in advance of their planned drop-off and collection times. Late arrivals may result in a waiting period or the need to reschedule.

### **5. Access Rules and Restrictions**

To minimise disruption, for viewings, Customers are able to pop in between 10.00am-12.00pm or 15.00pm-17.00pm no Appointment necessary.

Emergency Access – In the event of an emergency requiring out-of-hours access, please contact us at 07368260549. Please Note we will NOT Release any Animals out of hours time unless agreed prior.

No Unauthorised Visitors – For security and safety reasons, access to kennel and cattery areas is restricted to staff only. Customers will not be permitted to enter pet housing areas unless authorised or Accompanied by a member of staff.

We kindly ask if children are present they must be accompanied by there responsible adult at all times, as we cannot be responsible if they were to become injured/bitten. Please ensure they do not put there fingers through the kennel doors.

#### 6. Late and Out-of-Hours Collections

Customers arriving outside standard collection hours may be subject to an additional late collection fee of **£10**. This will be Automatically added to the bill.

If a pet is not collected on the agreed date and no contact has been made, additional boarding fees will apply, and we reserve the right to seek alternative arrangements for the pet's welfare.

#### 7. Contact Information

For queries regarding opening hours or access, please contact:

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Gedling

Nottingham

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