

As of the 1st January 2022 we will have our first price rise at Stainthwaite in two years. Our price rises are due in part to COVID 19 having such an impact on our business, everyday costs rising, staff salary increases and also the services we offer. In the process of putting our prices up, we used market research to compare the services we offer, our facilities and trained staff. We found that we will still be charging one of the lowest prices in our area and yet we offering so much more.

Our premises and our land are second to none. We have 'playtime' paddocks that are used extensively throughout the day as well as our secure, off lead walking paddocks, used to allow the dogs in our care to be both physically and mentally stimulated. We are incredibly lucky to have so much outside free space.

We actively encourage owners to bring their dogs beds, blankets, toys etc as well as their own food. Their kennel becomes theirs for the duration of their stay and we want to replicate as closely as possible their home environment. As we all know, changing a dog's diet even for a relatively short period can play havoc on the digestive system which is why we ask you to supply enough of their own food for the duration of their stay.

Our staff are trained to a highest standard and are encouraged to take the canine health and safety course, and any other relevant courses on offer at the local colleges, paid for by Stainthwaite itself. Collectively we have over 40 years' experience working with dogs, we are a mine of information, the dogs care and wellbeing is paramount so much so that we have a fully trained Veterinary Assistant on hand should she be needed.

Stainthwaite continue to forge ahead and we never rest on our laurels, we will be updating one of our kennel blocks during 2022, we source bio degradable materials to use in the kennels such as washing powder, washing up liquid etc to keep us as 'Green' as

possible in line with our Biomass Boiler (pellet based) system that's used for heating the kennels and hot water. We are currently in talks with local companies regarding using solar as well as heat exchangers to help us achieve a Carbon Neutral Footprint.

I am happy to report that our Grooming prices and our Secure Field Hire prices will stay the same and be reviewed later in 2022.

I sincerely hope that you understand the need for the increase in our pricing system and I will be more than happy to discuss any problems or issues any one may have due to the changes, please feel free to contact me, any time.

To end on a good note...

Any of our customers who have already booked during 2021 for boarding in 2022 or anyone booking up to and including the 31st December 2021 for boarding in 2022 will pay 2021's rate. Those customers who use our facilities for day boarding, providing you book before the 31st December 2021 will receive January's booking at the same rate as 2021.

Many thanks

Jude Chamberlain

Estate Manager