



PROCEDURE DOCUMENTS

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The aim of this document is to serve as a resource for the recognition of risk.

Canine “get-togethers” and group events are extremely important social interactions for dogs and their owners. These events are very popular and fun and include a wide variety of activities, in Mocha and Maisy Doggy Playschool we have a maximum of 50 dogs coming together at any one time for a 3.5 or 7hrs play sessions.



Transportation for the Mocha and Maisy Playschool Business.

At Mocha and Maisy Doggy Playschool we provide all transportation to and from our playschool locations. Members of the public are only allowed on site through invitation. Mocha and Maisy vans are professional fitted with crates, which are DEFRA approved for each dog size. Each van will come with an air vent circulation, lighting and in each crate water access is available.

Each van will have Mocha and Maisy leads, which are washed every evening. We have warm coats for dogs in transit if required, which will be wash each evening.

Mocha and Maisy Doggy Playschool aims to have dogs in transit, to and from our site for no longer than 45 minutes each way.

When picking up and dropping off dogs at client's houses

Each member of staff

1. With access to client's keys each staff member will be CRB/DBS checked and insured against loss of keys.
2. Staff interacting with a client's house, will sanitise their hands before entering and after going leaving their homes.
3. Will only clip onto the dogs' collar with Mocha and Maisy Playschool leads to lead them into the Van. We will not touch client's personal leads.
4. Each dog will be secured onto a lead, inside the homes prior to leaving the house to the van crates and then once inside the crate the lead will be removed. Each dog will be secured in the crate prior to leaving the van to their homes or our site playschool.
5. Will maintain 2 meters distance from clients; either popping the dog in a different room to collect or we expect most of our clients will be out at work and not present.



Feeding Procedure for Mocha and Maisy Doggy Playschool Business.

Mocha and Maisy Doggy Playschool does not supply food unless the dog is required to have some.

Puppies will require a small meal at lunchtime. The clients will provide their own food in a sealed named food container and we prefer dried food. These puppies' lunchboxes will be placed in a locked kitchen fridge until the set feeding time. Each puppy on site will have their own area for feeding or will be placed inside their crate, so no fights or food stealing breaks out. These containers will be then placed back in the locked van ready to be sent home.

If any other dog requires food during the 3.5hr on site, we will make a feeding schedule and bring the dog into an isolation pen for feeding one by one. We anticipate only a few dogs will require feeding while on site due to the limited time with us, we recommend if a dog requires food during the day, the owner leaves this at home for a member of Staff to pop out on their return home by 12pm.

We have suitable facilities including fridges to store pets' food. We also have a feeding and water bowls which will be washed down after each playschool session.

We will provide treats on site for all dogs to help guide their behaviours and these will be natural non wheat treats, or chicken bits, which will be pre-agreed with the owners.



Food Policy at Mocha and Maisy Doggy Playschool; Banned human foods on site or in vans:

Chocolate

Onions

Garlic

Chives

Avocado

Nuts

Corn on the cob

Cooked bones

Grapes

Raisins

Xylitol

Alcohol



Medicating and Daily Monitoring

At Mocha and Maisy Doggy Playschool, we are more than happy to administrate medication.

When you become a member of our Playschool, we will make comprehensive notes on your dogs' requirements. If your dog requires medication, we will require vets' instructions on the medication on how to administer. Prior to picking up our clients' dog we will require EXACT notes on how much, how often and what exactly the medication is for. Our senior staff are more than happy to accommodate to this.

Our Clients will be asked to sign a disclaimer form, to provide consent for us to medicate your pet.

DISCLAIMER FORM

I _____ have informed the staff at Mocha and Maisy Kemble Limited of the **MEDICATIONS required** for _____ **HEALTH ISSUES** and I understand the staff will have followed my instructions given to them, when giving my dog his prescribed medication.

I am fully aware that if my dog becomes ill whilst taking his medication at Mocha and Maisy Kemble Limited that I am responsible for any further veterinary treatment and that Mocha and Maisy Kemble Limited and its staff are not liable in any way.

I have read the above terms and conditions and fully agree and understand them.

Sign _____

Date _____



Cleaning procedure for Mocha and Maisy Doggy Playschool Business.

Mocha and Maisy Doggy Playschool is a natural outdoor playschool in 10 acres allowing a 3.5hr structure play session.

We will be using 2 products:

1. **Bleach** is a common disinfectant that, according to the Humane Society and the ASPCA, is safe for dog kennels as long as you are sure to properly dilute the solution, thoroughly rinse and let air dry. We will dilute one part bleach in 32 parts water. Bleach will be used in the onsite cabins and isolation units.
2. **Parvo-Virucide** will be used for the vans due to the close proximity of the dogs and the dirt from their day at the Playschool park. This antimicrobial disinfectant product kills microorganisms including parvovirus, E. coli, herpes virus, salmonella, ringworm, kennel cough and pink eye.

We will make up in warm water, as a one-step disinfectant and cleaning agent that makes the cleaning of surfaces easy and quick. Pre-measured disinfectant tablets dissolved in water and can be used in spray bottles of easy application.

These two products will be locked in a cabinet in the locked office unit on site and only 2 staff members on site, and playschool van drivers will have access to these products and assigned to the dilution and use of them.

Clothing used by Mocha and Maisy playschool staff while cleaning;

Each member of staff trained and assigned to use these products will wear goggles or face shield, protective clothing and chemical resistant gloves.

They will be required to wash hands before and then after use of these cleaning products and again before eating, drinking, chewing gum, using tobacco or using the toilet. Remove contaminated clothing and wash before reuse.

- **Vans:** Mocha and Maisy will disinfect each van every evening, each crate will be washed down with disinfectant spray.
- **Warm Cabins:** Each Cabin is a wooden construction with a concrete base and has plenty of open-air windows. The floors being very naturally based, will however have a washdown and sprayed with disinfectant.



Prevention of the spread of disease or infection with dogs at Mocha and Maisy Doggy Playschool Policy.

On top of the daily cleaning in place for all outside shelters, office, kitchen, isolation and first aid rooms and playschool vans, all dogs accepted into Mocha and Maisy Doggy Playschool must produce evidence their dog(s) are up to date with all vaccinations and worming prior to starting at the playschool. **Only until we have received proof of their up-to-date statutes are they allowed on site.** Each member will also have to produce their annual boosters including the Lepto vaccine as well as the Kennel Cough Vaccine. This is to provide assurance to all playschool members that all Dogs are covered. Fleaing and worming of our dogs is also compulsory for all Mocha and Maisy Doggy Playschool members. If staff notice any worms, fleas or any other parasite, the dog will be removed to an isolation room, where one member of staff will stay, and they will be in contact with the owner to rectify this issue which needs resolving prior to returning to the playschool. The dog will be returned home, and the Van disinfected prior to returning to regular duty.

Should a disease or infectious outbreak become apparent on the premises of Mocha and Maisy Doggy Playschool site, the local vets and owners will be notified immediately. The infected or ill dog will be put into the dedicated First Aid room/isolation room and will be seen immediately by a vet by either transported by a Mocha and Maisy Van to the vet, the owner will be called to collect, or the vet will come to the site.

At this point all isolation bedding, bowls etc which the dog has been in contact with will be kept in the room and the Van will be disinfected as soon as the transportation has been made. These items will not be moved and will only be handled by the senior member of staff that has been assigned to this duty. The room will be washed down again as well as each day.

After additional cleaning of the isolation room, our staff member will immediately change their uniform and place the dirty uniform straight into a sealed plastic bag to be washed thoroughly off site. They will also change their footwear.

Hands and arms must be washed before entering the playschool site. All bedding will be taken out and washed and replaced with clean bedding each day.

Many diseases are airborne and therefore we can NOT control what is being passed around. The majority of vaccinations merely protect your pet from getting these diseases, but there is always the risk pets can catch these diseases. However, with our high standard of cleaning and consistent policy with vaccinations we can minimise and try to prevent any diseases entering the premises of Mocha and Maisy Doggy Playschool.



Monitoring and ensuing the health and welfare of the animal procedure

ALL DOGS WILL BE exercised in small groups, with other dogs their size and personality fit. The dogs will be managed in a fenced zone, so they don't escape or mix with other dog groups which are inappropriate.

ALL DOGS WHEN IN THE PLAYSCHOOL SETTING, WILL BE OFF LEAD, WITH NO COLLAR AVOIDING ANY ACCIDENTS IN PLAY. In each enrichment zone they will have the ability to paddle in shallow waters – weather dependent and use equipment under supervision of an experienced playzone leader.

Dogs will get a minimum of 3.5hrs of structure play in a session on site and up to 7.5 hrs for a full day's play. This can be from a guided, in zone, walk, learning tricks, exploring the numerous attractions, or simply playing with their newfound friends. This time is 121 interaction with the playzone leader and their small pack. If a dog is found not to be having fun for any reason, they are assessed and tested in other similar sized group to see if they are happier or shown a warm cabin for a snooze where they can listen to music and play inside. We also treat positive reinforcement training at a minimal level to help recall and simple commands such as sit and stay.

All dogs at the end of the day will be washed down prior to returning home, either serving to remove muddy paws from entering their homes or cooling them down on a hot day. During the Summer months all dogs will be checked for Ticks. Owners will be notified if any were found on their dog(s).

Each day we will provide a written-up feedback form to each owner, on how their dog participated in the day, any issues, concerns and any pictures are shared.



An example feedback form

1st May 2021	Emma Galton-Fenzi – Play Leader		
<i>Dog name</i>	Times	Feedback	Notes
Did they go to the toilet		Y / N	
Was the poo healthy in nature		Y / N	
How many times did they pee		1 / 2 / 3 / 4	
Did they play well with others		Y / N	
Any behavioural issues spotted		Y / N	
Friendships formed		Y / N	
New skilled learned		Y / N	
Favourite activity played today		-----	
Did they eat all their food/treats		Y / N	
Did they have plenty of water		Y / N	
Cuddles had		Y / N	



Escape of a dog on site procedure

The playschool enclosure

Every morning the playschool enclosure will be searched and reviewed, to make sure that the fencing is intact. Throughout the playschool session our Playleaders will be constantly monitoring their dog group, to minimise any perimeter breaches. They have walkie talkies in order to contact any spare member of staff on site, if immediate help is required.

Escaped Dog

In the event of a dog escaping from the playschool premises of Mocha and Maisy Doggy Playschool, Emma (**Owner**) must be alerted immediately.

A plan will then be made to look for the dog. No staff are to leave site without informing Emma first and a senior member of staff must remain on site at all times.

An outline plan:

- Dog treats will be given to 2 play zone leaders to help bring the dog back to them; their play zone group of dogs will be given to the assistance pack leaders to care for, in the meantime. These two experienced staff members will go into the surrounding fields and start to walk in 2 wide circles and periodically shout for the escaped dog. They will do this for the remainder of the playschool hours of business, or while the dog is still not found.
- Emma will assess how the dog escaped the walk the full enclosure looking to repair any damage to fencing quickly, so no other dog can escape. If the zone fencing damage is large, we will remove all remaining dogs from that zone immediately and resume safe play within another play zone.
- Emma at the same time will inform vets and police. The nearby houses, pub and farm workers will all be alerted to the escaped dog and be given a description of the dog. If we have not found the dog after playschool hours, Emma (owner) will stay on site and camp just in case the dog returns when things are quieter on the playschool site.
- Dogs Lost UK and the local Facebook pages for lost and found dogs will be uploaded and all local dog charities will be alerted, and a poster and advert will be made for the local paper.



Death of a dog in our care

In the event of a death to one of the dogs on the premises of Mocha and Maisy Doggy Playschool, member of staff must alert Emma (**Owner**)

Emma will come directly to the incident.

Staff must remain calm and try to continue working as normally as possible with their dog groups. Emma will take over the situation.

The carcass will be stored quickly away from all animals within an isolation /first aid room until the vets arrive to remove the deceased dog.

Emma will make a phone call to the owner. The vets will then be contacted to remove the dog. It is the owners' choice what will then happen to their dog. The vets or our insurance company may wish to do a post Morton.

A thorough check of the scene will be made, to determine the cause of death, whether it was expected, due to medication failure, a sudden heart attack or an accident on site.

The isolation/first aid room will be deep cleaned after the deceased dog has been removed and prior to any other dog coming into contact with the room.

Emma will then address any insurance requirements with the grieving parents.



Care of an animal following the suspension of a doggy day care license procedure

Mocha and Maisy Doggy Playschool has been designed to give structured off lead socialisation, play and mental activities in any session. If we had our license suspended, we would request each member to accept a short-term alteration to our playschool and adopting a dog walking interim measure for all member dogs; each member of staff retained would have a 5-dog walking group and would walk them for 2.5/3 hrs a day; either a one walking session or adopt a two 1.5hr walk a day; morning and afternoon.

This would allow Mocha and Maisy Kemble Limited to retain staff members jobs and we would utilise the vans purchased for the business.



Emergency procedure in the event of loss of Electricity or Water at Mocha and Maisy Doggy Playschool

ELECTRICITY

At Mocha and Maisy Doggy Playschool we have solar powered facilities and an eco-toilet which is not dependant on water or electric.

The silent solar generator gets charged at the owners home each night to help maintain our supply during the day and in the day is topped up with the sun. Each battery supply's power for a minimum of 5 hrs. We have a power pack for the kitchen, the first aid room and the shelters on our site. We have additional back up battery packs for each zone. In the event of a power outage, we will replace with solar charged battery for the new fully charged battery pack. The facilities these solar/battery packs are used for:

- Fridge and kitchen kettle and lighting
- Isolation room / First Aid room – heating and lighting
- On site cabins for doggy shelters – lighting and solar heating and fans in the warm weather

If the solar batteries fail for any reason:

Hot weather: cabins have huge window areas, from ceiling to floor which we can be opened to keep air circulating and with the grass roofs this keeps the cabins cool.

Each zone has a shallow brook/water feature to keep the dog's cool.

Cool weather: The doggy cabins can close off to keep wind and rain out and with the grass roofs this is great insulation to keeping heat in.

If we need to finish a playschool session early, we will transport each dog home early.



WATER

In the event of water loss, cleaning will still be done as thoroughly as possible. Mocha and Maisy Doggy Playschool has purchased a large water container/tank for the onsite water needs and is our main water supply. The playschool site has water butts in each play zone and hopefully this has stored water for emergency use. We do all bedding etc cleaning at the owners' home in the evening so this would not be affected, unless the water is out in a different part of the country; the playschool is in Kemble and the owner lives in Stroud; so, lessening the chances of a local water issue. If a nationwide water stoppage happens the water board will quickly be distributing water bottles for all business/premises as in their duty of care.

If water becomes an issue spot cleans will take place until water is re-introduced. Staff will use bottled water to scrub any urine/faeces needed. In the event that a crate/isolation room needing a deep clean, staff will not put an animal in it until the water is back and has been cleaned properly.

When the water return, all areas will be deep cleaned and re-stored to normal working routines



The care of animals in the event of a fire/other extreme circumstances.

In the event of a fire or extreme circumstance situation on the premises of Mocha and Maisy Doggy Playschool, the animals will all be moved to a safe play zone away from any fire/flood outbreak. Emma (**Owner**) will come onto site and not leave until all the animals are counted for and put into a safe environment.

Staff will have all client contacts on their mobiles and owners will be contacted and told the situation. If the whole site is unsafe, we will make arrangements for the dogs to go home early. If the dogs have had less than an hour on site, we will commence a home walking routine that day and until the damage to our doggy playschool has been repaired and safety checks have been completed. If the issue affects only part of our site, we will then limit the number of dogs coming to the site daily and the dogs unable to attend will have a walking schedule put in place until all parts of the playschool are functional again.

ALL STAFF MEMBERS NEEDED WILL STAY ON SITE WITH THE ANIMALS UNTIL TRANSPORT HAS BEEN SORTED IF ALL PLAYZONES ARE AFFECTED AND UNSAFE TO STAY IN.



Staff training policy at Mocha and Maisy Doggy Playschool.

All staff at Mocha and Maisy Doggy Playschool have completed a Canine first aid course before starting at the playschool. Then before any play leader has sole responsibility for dogs' they will have undertaken The Canine Care Behaviour and Welfare OFQUAL regulated qualification

We offer a range of career paths such as:

- Playschool manager
- Playschool assistance manager role
- Dog welfare officer courses
- Vets assistant courses
- Dog Grooming courses
- Dog trainer courses
- Dog behavioural courses
- Dog first aid trainer courses
- Pet care in retail courses
- OFQUAL Diplomas for dog care in public settings

A monthly training afternoon is held on site for all staff members, where Emma (**Owner**) and an Assistant Manager, go over everything including cleaning, dog socialisation and play zone games, feeding, daily jobs, fire practice, Q & A etc.

The Owner also undergoes' individual training, to keep up to date with ongoing Ofqual qualifications meeting legal requirements, administration work, and senior duties.

All staff undergo annual 121 meetings, in order to help all of them improve their work, and benefit from additional training.

When a member of staff is new to Mocha and Maisy Doggy Playschool, they will be given an induction day, where they will be taught everything.

- Staff will regularly undergo fire drills in order to keep up their knowledge of what to do in the emergency of a fire.
- All staff also receive a training booklet. This booklet covers all aspects of training including the daily cleaning, emergencies, staff jobs etc.
- In addition to this, all staff receive a certificate of attendance to show that they were present in the training.
- Proof of these events can be found with photographic evidence on Facebook and our website



Extreme Weather policy

Mocha and Maisy Doggy Playschool have a half day (09:00 to 12:30) or full day (09:00 to 16:30) session for our clients per day; we have water features in each play zone and have cabins and shelters to help with temperature fluctuations in that time period.

Each dog will be monitored every 30 minutes on site to check they are too hot or cold. If any dog is showing signs of distress due to the temperatures, we will take immediate steps to protect the dog from harm.

We have temperatures thermometers placed throughout the playschool site, inside and outside of all shelters and sleeping areas provided. Once the temperatures reach 26c within our shelters and shaded areas we will immediately start to take them off site and back to their home environment.

We will make every effort to get to your dog in extreme weather as long as it's not dangerous to staff and dogs travelling. However, if it is too dangerous, we will give members as much notice as possible and help our members plan for their dogs that day; however Mocha and Maisy Doggy playschool offer an at home service for the days we feel are too dangerous to be outside.

Using the TACC scale and the pet plan grading, we have put in measures to make sure all dogs of all sizes are safe while at Mocha and Maisy Doggy Playschool.

Hot weather temperatures over 26c inside the shelters and shaded areas. We will revert to house visits during the day. If the dogs are on site as the temperature raises, we will finish the playschool session early, wash the dogs down to cool them off and place a cool vest on them prior to returning the dogs' home. Staff will look to find your dog a cool shaded part of their home with plenty of water available.

If we have decided to close the playschool in advance due to extreme weather, we will provide as much notice as possible to all members and make a plan to visit each dog in their home once in the morning and once in the afternoon; allowing our staff to continue to care for the welfare of the dog in their home environment.

We provide 2 half hour visits a day to your dog while playschool is closed in the hot/cold extreme weather.



Cold weather temperatures. Our Dogs always have access to a barn and heated draft free quiet bed areas. Our quiet areas are always heated in the winter months to make sure they never go below 10c. This allows your dogs a relaxed, snooze and sleep, if needing, to get away from the cold wind and rain.

However, Mocha and Maisy Playschool does consider the outdoor conditions and feel that any temperature below -1c to be dangerous. At -1c Dogs in our care will have the option of staying home and having two 30-minute visits a day, while the extreme cold continues or coming to playschool in a warm coat and playing inside our barn(s) and sheltered areas; being monitoring very closely for cold. We will only allow play outside in these temperatures of 30 minutes maximum and only under strict monitoring from our play leaders. Once their outdoor play is over, they will be brought inside and kept warm for a minimum of 1 hr, before allowing them out again. This will be at the owners' discretion.

Any temperature dip lower than -2c and we will close the playschool down and return all dogs home for the day; providing them with two 30-minute visits during the day to check on their condition and requirements.

- All dogs will have warm weather coats on or before 1c on our playschool site.
- All dogs will have wet weather / waterproof coats on in our playschool when raining in winter as standard.

❄️ how cold is too cold?						
°C	🌡️ °F				⚠️ KEY	OTHER FACTORS
15°	60°	1	1	1	1. No evidence of risk: Have fun outside!	+2 If wet weather is present
12°	55°	1	1	1		-1 If Northern breed or heavy coat
10°	50°	1	1	1		-1 If dog is acclimated to cold
7°	45°	2	2	1	2. Risk is unlikely: Have fun outside, but be careful!	
4°	40°	3	3	2		
1°	35°	3	3	3	3. Unsafe potential, depending on breed. Keep an eye on your pet outdoors.	
-1°	30°	3	3	3		
-4°	25°	4	4	3		
-6°	20°	5	4	3	4. Dangerous weather developing. Use caution.	
-9°	15°	5	4	4		
-12°	10°	5	5	5	5. Potentially life-threatening cold. Avoid prolonged outdoor activity.	
-15°	5°	5	5	5		
-17°	0°	5	5	5		

Source: adapted from The Tufts Animal Care and Condition (TACC) scales

Hand washing will be encouraged throughout the day

But will be mandatory:

Before the playschool starts

Whenever a staff member picks up dogs' faeces with a trowel

If a staff member has been grooming a dog

If a staff member has removed any ticks from the dog

Between each playschool session and at the end of the day





Dogs in Transit – Breakdown/Accident event

The Mocha and Maisy Doggy Playschool van(s) can carry 9 dogs in DEFRA approved travel crates. The Van is fully kitted out with an emergency toilet system for dogs if they need to go, which is DEFRA approved and each crate has its own water supply for hot or longer than expected journeys for the dogs.

In the Winter months each dog will have access to a warm coat to wear in the van and in the summer months the van has an air conditional unit to keep dogs safe in hot weather.

The van will always have 1 trained member of staff **who will not leave the van unless an emergency requiring the dogs to be exited from the van as well.** There will also be a second trained member of staff accompanying the driver on all dog trips.

The van is fully kitted out with all the First Aid and Safety equipment needed in an emergency breakdown situation. And is fitted with a Fire extinguisher and a Fire Blanket.

If the van is needed to be evacuated for any reason the 2 members of staff will erect a large steal pen in a safe but close location and transport the first 4 dogs from the centre of the van first with leads and harnesses as quickly as possible and then 1 staff member will stay with the 4 dogs in the pen, while the other member of staff will quickly get the remaining dogs, 2 at a time, and make their way to the other dogs.

The driver will be responsible for calling the emergency breakdown services and inform the Owner/Manager at Mocha and Maisy Doggy Playschool as a matter of urgency – where we will deploy another van to collect the dogs from their location and return the dogs home or bring them onto the playschool facility.

We only collect dogs in a 15-mile radius to the playschool location, so we hope to be with the dogs in less than 15 minutes.

The owners of the dogs will be informed, and the dogs will be given our total attention until they are safe back at home or in the playschool facility.



Onboarding New Dogs

Monitoring and the introduction of new dogs to the existing group is vital to avoid stress. All new dog integrations will be handled by a trained play leader only.

All new doggy members will be onsite for an initial assessment to make sure the dog is socialised and friendly already – This assessment will take place with staff dogs in order to see the new dog in a smaller group setting and to check behaviour and any issues. If the new dog is aggressive in any way, Mocha and Maisy Doggy Playschool may not take the dog in as a member.

All dogs will have a trial period of 4 sessions depending on their behaviour. On the trial period the new dog comes onto the playschool site first in order to greet the other dogs in the group; the arrival of the existing doggy members will then happen in a large play zone with plenty of space and we will use 'sprinkles' as a tactic to get the dogs focus to shift from a new dog to a game where they will gently meet the new dog while engaged in a fun activity. There will be plenty of space and the playleader will be close by to help encourage more games together. We will introduce the dogs 1 by 1 until all the group is involved in the sprinkles game. If at any point, we feel we are moving too quickly for the new dog we will split the group up into half and engage them in a walking activity and give them some exercise together, over the day we will let the dogs explore each other at their own pace.

We will have no more than 10 dogs in any one group

We will monitor and make any adjustments to the dog groups throughout the day and trial period, to make sure we match the new dogs with the right age group, size, and personality.

While all dogs and puppies should mix and interact with other dogs, they must be brought onboard in a careful, un-stressful manner for all dogs concerned.



Puppy Procedure

While puppies should mix and interact with other dogs, they mustn't be over-exercised as their bodies are still developing.

Mocha and Maisy Kemble limited offer a half day and full day playschool service giving them plenty of time to rest and re-coup before and after their session with us; however, we also provide onsite comfy beds and quiet rest areas for them to seek out when they've finished exploring.

1. The Puppies have a separate space, so they are not interacting with larger dogs until they are ready.
2. We integrate puppies when they reach 10/11 months depending on maturity with our small older dog breeds and integrate them at 12/13 months by merging them into the rest of the playschool.
3. We ask each owner to bring a lunchbox with their chosen food and will feed them in their crate if required; or we will feed them back at home at lunchtime when we bed them into their crate.
4. They are not allowed on site until 10 weeks/or after their second vaccination.
5. We provide warm dark cabins for rest periods.
6. Puppies will be undercover when it's raining or in hot weather.



Procedure for water features

Bold Adventurer

Within the Bold Adventurer play zone. Both small pools hold around 4 to 4 1/2 inches of water. Water is topped up when needed and changed every Friday.

- When dogs are onsite and using the Bold Adventurer play zone, we will look to have a member of staff sitting alongside this feature to regulate the dogs' usage so only 1 dog at a time can use it.

This water feature is to help regulate the dogs' temperature throughout summer months and allow plenty of access to fresh water.

Woodland Snuffles

In Woodland Snuffles we have one water feature.

This Solar powered Brooke allows for constant water flow, it is 10 meters long and 1.5 metre width and 3 inches deep.

This water feature is to allow the dogs a place to paddle and bask during hot summer days, to help regulate the dogs' temperature during hot conditions.

- Full time supervision is mandatory by the playleaders within that zone.
- Only 2 dogs in the brooke at any one time to minimise accidents.
- On hot days to help regulate their temperatures and let them explore the other features of this zone in the shade

Puppy Paddock

In the Puppy Paddock zone, there is only one very small water feature placed in the sand pit, it is a small puppy paddling pool filled with 1 inch of water. The small feature is a solar powered fountain, when it is sunny it pushes the water out the top of the spot producing very small splashes for the puppies to play with.

- When this feature is in use it will be fully supervised whilst the puppies play in the sand.
- The basin is removeable and easy to empty if ever needed and for water refreshment as the puppies' kick sand into the basin at the end of each day.



In the case of any incidents across all 3 play zones.

All playleaders are fully first aid canine trained and have the skills and knowledge to attend to any problems regarding water.

Any dogs who are not comfortable with water will not be expected to play around the features and will be entertained by the other activities surrounding every zone such as the tunnels, sandpits, fragrant plants, seesaws and jumps etc.