

FAQS



These are some common questions regarding the services we provide, but if you have any others please do get in touch on 07429927335

Does my dog need to be vaccinated?

Yes. All dogs must be fully vaccinated; this includes the vaccination for kennel cough and up to date flea and worming treatment. Proof of vaccination is required before your dog's stay.

Does my dog need to be microchipped?

Yes. As of April 6th, 2016 it became the law to have your dog microchipped. The chip number should be on your vaccination record, if it is not you will need to provide proof that your dog is chipped.

My dog is not neutered/spayed. Will you be able to look after them?

We are not able to take dogs that have not been neutered or spayed.

What will I need to bring with me?

Upon making a booking, a packing checklist will be provided to you. The main and most important belongings you will need to bring for your dog is their food and bedding. If your dog usually is crated at night, please bring this too. Vaccination cards must be viewed before their time of booking with us.

Where will my dog sleep during their stay?

It is our priority to make sure that your dog's usual routine is followed as closely as possible so their sleeping arrangements will be discussed at the meet and greet.

Do you charge a deposit?

Yes. All bookings require a 50% non - refundable deposit to secure them. We ask for this as we are an exclusive pet service and can only accommodate up to three dogs at any one time.

Where are you located?

Spring Cottage Dog Club & Hotel is only 25 minutes from Southampton with an abundance of cruise ship holidays to be had The Port of Southampton plays host to a wide variety of cruise lines, including P&O Cruises, Cunard, Royal Caribbean, MSC and Princess Cruises, and welcomes more than two million passengers to the city each year.

There have also been several new ships entering the waters and sailing out of the city. We are also close to two Airports Southampton Airport is an international airport located in both Eastleigh and Southampton Hampshire. The airport is located 3.5 nautical miles north-northeast of central Southampton.