

Little Coombe Boarding Kennels and Cattery.

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Information for dogs, cats and their owners about boarding.

Introducing ourselves, Duncan and Jenny Sheriff.

We have owned and run Little Coombe Kennels and Cattery since 1986. We live on the premises, with Jenny's parents and varying numbers of our three grown-up children. We employ full-time staff to help look after the boarded dogs and cats. Most of our staff have qualifications in Animal Care already, or if not, they receive training whilst working with us. Before running the kennels, we lived in Somerset for four years. Duncan was in the Merchant Navy and Jenny worked full-time as a small animal vet. After moving to Devon, Jenny continued to work part-time as a vet in Exmouth until 2006, and then did locum work for several years, retiring as a vet in 2015.

Little Coombe

We are situated just outside the village of Woodbury Salterton, within easy reach of Exeter, Exmouth and the M5 motorway. Please see our separate leaflet for directions.

We have 34 kennels and 22 cattery pens, situated well away from the dogs. All the accommodation was purpose-built and is continually refurbished and updated. We also have a grooming room with bathing facilities, a kitchen for food preparation and approximately four acres of fields in which to exercise the dogs.

Our aims.

We aim to allow you to enjoy a relaxing and stress-free holiday, while your pet does the same. The majority of our boarders are regulars and they enjoy coming in, and then they enjoy going home as well! We offer your dog or cat the same standard of care as we would want for our own.

Type of accommodation.

Dogs have an individual indoor heated sleeping area, with a plastic bed and fleece for bedding. A hatchway leads through to an individual concrete run, which is outdoors but roofed. During most of the day (except when cleaning), the dog can go in or out at will. At night they are confined to their indoor area. They have both canine and human company all day long, and at night we leave the radio on.

Cats have a large individual pen, with a litter tray on the floor, and a heated igloo bed and food and water bowls on a raised shelf. They also have a fleece for bedding inside the heated igloo. The pens are separated from one another by toughened glass partitions, so it is light and airy but does not allow any contact between cats in different pens.

Inspection.

The best way to make sure that our facilities meet your requirements is to come and have a look round. Inspection is welcomed at any time during our normal opening hours.

Opening hours.

We are open every day of the week from 8am until 5pm. When dogs come in, however, it is preferable if they can come in the morning or early afternoon. The second feed is given at 4.30pm, so they need to be here by 4.30 at the latest. They can then settle in while there is plenty of human company around and they are much less likely to bark at night. When bringing in a cat, or collecting a dog or cat, you may come any time between 8am and 5pm.

All prices are per night, i.e. you will not be charged for the day on which you collect, regardless of whether you collect in the morning or the afternoon.

Making a booking.

It is a good idea to make your booking as early as possible because we are always fully booked at the most popular holiday times. We do not normally require a deposit, so the easiest way to book is by phone. Changes to bookings can be made if necessary. We reserve the right to make a charge for bookings which are not kept, unless cancelled by telephone.

Bookings can be made by e-mail, but for new customers it is much easier to do it by phone as we will need a lot of information. For existing customers, please do not regard your booking as confirmed until you have had an e-mail back from us.

Vaccination requirements.

All dogs must be vaccinated against distemper, hepatitis, leptospirosis and parvovirus. The vaccination must have been given within the last 12 months. In addition, all dogs must be vaccinated against Infectious Canine Bronchitis (Canine Cough or Kennel Cough), which is given by nasal drops.

Cats must be vaccinated against cat 'flu and enteritis.

If you have any doubts about whether your pet's vaccinations are up to date, please consult your vet in plenty of time.

We will ask to see your pet's vaccination certificate, signed by your vet, as proof of vaccination. We are also required by our licensing authority to take a copy of the vaccination details.

Veterinary Insurance.

All dogs and cats boarded at Little Coombe are covered by veterinary insurance provided by Pet Plan Ltd. If treatment is given whilst boarding, we will claim for it directly from the insurance company. If treatment is given for an illness arising within 72 hours of going home, the owner should pay for the treatment and send us a veterinary receipt. Assuming the treatment is covered, we will then reimburse the owner.

If an animal becomes ill after returning home, please let us know at once. There are strict time limits within which any claims can be made.

Veterinary treatment.

The resident retired veterinary surgeon, Jenny Sheriff, will make an initial assessment of any veterinary needs. If treatment is required, it will be given by the duty vet from Corner House Veterinary Surgery, Exmouth. If you would like us to use a different veterinary practice if your pet falls ill, please inform us. There may be a transport charge for this.

Medication.

If your dog or cat requires any medication prescribed by your vet, we will administer these at no extra charge. This includes tablets, liquid medicines, ear drops, eye drops and routine flea prevention. We also take diabetic animals, although there is a small extra charge for administering injections.

Feeding.

We stock a wide range of dried and tinned foods for both dogs and cats, any of which can be given to your pet once or twice daily. The list of foods available may be obtained at the time of booking. If your pet has a need for a special diet which we do not provide, you are welcome to supply your own food. We do not give a reduction in price if food is provided by the owner, nor do we make any extra charge for feeding a special diet.

If your pet requires a prescription diet for medical reasons, this must be supplied by the owner.

Feeding times.

Feeding times for dogs are approximately 8.30-9.00am and 4.30-5.00pm. Please do not worry if this does not coincide with your normal feeding times. All you have to do is tell us when you leave your dog whether they have been fed or not, and we will adjust the quantities accordingly. Similarly, when you take your dog home, it may already have been fed. It is important not to feed again (unless a small quantity only) to avoid a tummy upset.

Unfortunately we are not able to feed dogs at their usual feeding times, because we would, literally, be feeding all day, with no time for anything else.

Puppies requiring three feeds a day can have an additional feed at lunchtime.

All cats are fed twice daily. Both dogs and cats have access to fresh water.

Exercising.

Dogs have an individual covered concrete run, which they can get into most of the day (except when cleaning). We also exercise dogs individually on extending exercise leads in our own grass fields.

Grooming.

Long-haired cats are groomed daily. Short-haired cats are groomed as required.

Dogs are groomed regularly, according to coat type.

Shampooing & nail-clipping.

If you would like your dog to have a shampoo on the day of collection, please ask. An extra charge will be made for this service, and we will ask you to collect between 3pm and 5pm. We can also clip your dog or cat's nails during their stay. All prices available on application.



Bedding.

We use the most hygienic and comfortable bedding available: plastic beds and igloos, and synthetic fleece bedding (Vetbed). All bedding is checked daily and changed as often as necessary. We are unable to accept animals' own bedding, because of the difficulties in laundering it. If you would like to leave something with your pet which has a familiar smell, you are welcome to leave a toy, slipper, jumper or similar item.

Collection and delivery service.

We can collect and deliver your dog or cat to and from your home. Prices available on request.

Pet food sales.

We supply to order most sizes and flavours of all the well-known brands of pet food, cat litter etc. You may order by phone or when you leave your pet. We deliver pet food FREE to your home in the following areas: Woodbury, Lymstone, Exmouth, Budleigh Salterton and Topsham.

Microchipping

This is a safe and permanent way to identify your cat or dog, in which a very small "chip" is placed under the skin by injection. This method has been used for many years, and all the major pet charities, cat and dog homes and veterinary surgeries are equipped to detect microchips. This means that if your pet should be lost or stolen, it can quickly and easily be identified.

Microchipping can be carried out at Little Coombe by Jenny Sheriff, who is trained and experienced in the procedure. It takes only a few minutes and does not require any anaesthetic.

The cost of microchipping is £15 + VAT per animal. This includes implantation of the microchip and registration of your pet's details. If you would like your pet to be microchipped during his or her stay at Little Coombe, please ask when you book or when you leave your pet.

Method of payment

We do not normally require a deposit at the time of booking (except for Christmas bookings). We request payment on the day you collect your dog or cat at the end of their stay. Payment may be made by cash, cheque with a cheque guarantee card, or by credit/debit card.

Long-term boarders will receive a monthly account.

We reserve the right to charge for bookings which are not kept, unless cancelled by telephone.

Comments and questions.

We welcome your comments about our service and any ways in which it could be improved. Please let us know if you have any concerns about any aspect of your pet's care.

