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Photographs and Communications

Pet care is a serious business. We believe in what we do and are committed to being the best. We treat your pet as our own during their stay. We want them to be happy, engaged and have a low anxiety holiday. They are our priority.

We understand that you may want an update while you are away. It is natural to want to check in and make sure that your much-loved family member is safe, happy, and receiving more than enough personal attention.

For us to be able to do this, we make 'care' our priority. We prefer to spend quality time with your pet rather than running to the telephone. We do not have text capability. For these reasons, we ask that you limit your non-emergency communications where possible and while you are away, to email only.

We do our absolute best to post a picture of all first-time guests on Facebook but please understand that photos are a bonus. We cannot guarantee this service. We are on a rural internet service so even uploading to Facebook can be a time-consuming challenge. This also precludes our use of IP cameras. We do not have a cellular service available to clients so things like facetime etc. are not possible. We must ensure that the pets in our care get a majority of our hands-on attention and time.

The people answering emails, telephone messages and who are taking and posting photos are those same people who are busy taking care of your pet.

Be sure to provide multiple telephone numbers and emergency contacts for us to call and email in the remote event of emergency. We will attempt contact until someone responds. If necessary, we will safely transport your pet to the emergency clinic and provide all your contact information as well as our maintaining communication with you.

Please travel assured knowing that your pet's care is our focus and priority. Not hearing from us is good news. Enjoy your time away without worry and please let us do our job. It's what we live for 😊.