



Transportation Policy

Whether it's a short lift to and from home or a trip to the vet in an emergency, The Dog Nook at Cranbrook makes sure all dog journeys are calm, safe, and handled with care. Transport is never just about getting from A to B - it's about keeping your dog comfortable, secure, and stress-free every step of the way.

Safety first

- Dogs are always transported in a secure, fully insured vehicle.
- Each dog travels in a crate or seatbelt harness, depending on size and needs.
- Dogs are never left unattended in the vehicle, and all travel is planned with their comfort and safety in mind.
- The vehicle is well-ventilated and regularly cleaned using pet-safe products.

Logging & communication

- All dogs are logged in and out when transported.
- If we experience any delays, you'll be kept informed.
- We will never transport a dog without your prior permission - and any emergency transport (e.g. to a vet) will be followed by a full update and incident record.

Why it matters

Travel can be unsettling for some dogs - so we do everything we can to make it smooth and predictable. Whether it's a quick ride to us or a necessary trip elsewhere, we treat each journey with the same level of care, attention, and reassurance as the rest of their day.