



THE DOG NOOK AT CRANBROOK

Introduction & Familiarisation Policy

The Dog Nook at Cranbrook recognises how important it is to feel confident about where your dog is staying - and for your dog to feel comfortable too. That's why every new dog who joins us, begins with a gentle, no-pressure introduction session. This helps us get to know each other, check everyone's a good fit, and make sure your dog feels safe, secure, and settled from the start.

Free introductory session

Every dog has a free 1-2 hour visit before any daycare or boarding bookings are confirmed. During this relaxed session:

- Your dog can explore the home and garden at their own pace.
- They'll meet our resident dogs in a calm, managed way.
- We'll chat with you about your dog's routine, personality, and any special needs.
- It gives us all a chance to see how your dog responds to the environment - and to each other.

There's no pressure to stay if it doesn't feel right - for you or your dog.

Gradual familiarisation

If your dog is a bit unsure or takes time to settle:

- We may suggest shorter trial visits before full days or overnights.
- Familiarisation can be tailored to help build confidence gently and positively.
- We never rush introductions - each dog is treated as an individual with their own pace and comfort zone.

Ongoing communication

After the intro session, we'll share honest feedback - and if everyone's happy, we'll move forward with bookings. If we think a different setup might suit your dog better, we'll always say so with care and transparency.

Licensing considerations

In line with our Animal Activity Licence and best practice:

- We assess all dogs before accepting them into group care.
- We do not accept bookings for dogs we haven't met in person.

Why it matters

Starting slowly sets the tone for everything that follows. By taking the time to get to know your dog - and letting them get to know us - we're building trust from the very beginning. It means fewer surprises, less stress, and a smoother transition into care. For us, it's not just about who *can* come - it's about who will *feel at home* here. That's what makes The Dog Nook feel different - and why we take this part so seriously.