



Closure & Annual Leave Policy

While The Dog Nook at Cranbrook is open year-round and committed to reliable, consistent care, regular rest is essential for maintaining the high standards and personal attention your dogs deserve. As a sole provider, I take a small number of planned closure days each year to allow time for rest, training, and personal commitments.

Annual leave

- I aim to take around 25-35 days of annual leave per year, spread out across the calendar.
- These days may include occasional full weeks off, long weekends, or individual closure days.
- Closure dates are planned in advance and shared with clients as early as possible - ideally at the beginning of each year or with a minimum of 4 weeks' notice.

Training & CPD days

- I may also close for occasional training or CPD days to stay up to date with best practice and licensing requirements.
- These will also be communicated in advance wherever possible.

Emergency closures

In the unlikely event of unplanned closures due to illness, emergencies, or home maintenance issues, I will inform you immediately and do my best to help you make alternative arrangements if needed.

Communication & planning

- I encourage regular clients to book well in advance, especially around school holidays or peak times, as spaces are limited.
- If you have important dates or trips coming up, feel free to check in early - I'll always be honest about availability.

Why it matters

Rest and reset time allows me to give your dog my best - focused, calm, and fully present care. These occasional breaks are part of running a safe, sustainable home-based service that values quality over quantity.