

Frequently Asked Questions

Q. Can I drop off/pick up my greyhound any time?

A. No, our boarding opening hours are 8am to mid-day, Monday to Sunday and an appointment time needs to be booked

Q. Can you take a dog on a raw or frozen food diet?

A. Unfortunately, we are unable to accommodate raw or frozen food diets.

Q. Does my dog have to be muzzled?

A. It is a condition that all dogs at the National Greyhound Centre are muzzled while outside their bedrooms, with the exception of the time spent in the Real Life Rooms.

Q. Does my dog have to be vaccinated against Kennel Cough?

A. All dogs coming in for boarding must be fully up-to-date with their core vaccinations, parasite prevention as well as Kennel Cough (which must be given at least 2 weeks before the first day of boarding).

Q. Can I view the kennels before making a booking?

A. The wellbeing of our dogs is paramount so general viewing of the kennels is not recommended but we are able to send photos of the premises.

Q. If my dog has a medical problem during boarding what is the procedure?

A. If it is a minor issue, our staff will treat accordingly, and a notification will be sent to you. If it is more serious, you will be contacted immediately. Should we be unable to reach you our management team will make the decision on whether or not veterinary intervention is necessary. The team will try to contact you, but if you are unreachable veterinary guidance will be followed and any monies paid for treatment will need to be reimbursed by the owner no later than the time of pick up.

Q. Do you offer a refund if we need to cancel our booking after payment has been taken?

A. There is a no-refund policy, but extenuating circumstances will be taken into consideration.

Q. I have two dogs, 1 greyhound and 1 non-greyhound who live together. Are you able to board both dogs?

A. So long as the 2nd dog is a sighthound and they are bonded then we would be able to accommodate them together.

Q. Is there someone on-site during the night.

A. Yes, we do have staff living on-site.

Q. Will my dogs be socialised with other greyhounds?

A. Boarded dogs will be exercised separately at all times.