

# Innovative Pet Boarding in the United Kingdom



*A look into the unique boarding solutions at Duke Dog Kennels & Hydegate Pet Resort Ltd.*



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*There are innovative approaches to pet boarding and daycare taking place in the UK that are raising expectations of pet owners when choosing care for their pets. Mason Company has helped Duke Dog Kennels and Hydegate Pet Resort to two unique solutions.*





# DUKE DOG KENNELS

Urmston Manchester



*Based in Urmston Manchester, Duke Kennels offers premium kennels that provide dogs with a warm, safe, fun environment for boarding.*

Duke Kennels is fully licensed by Trafford Council and is run by professional and caring staff with more than 20 years of experience. Captain Haroon, owner for Duke Kennels, credits the helpful staff at Mason Company for guiding them through the design process.

"We looked domestically for kennels that would meet our aesthetic and durability requirements but couldn't find any," said Captain Haroon. "We came across the Mason Company in the United States through an Internet search and were immediately impressed as they have been designing and building kennels for more than 120 years. More importantly, they had a range of products that were beautiful, built to last and incorporated some innovative safety and disease reducing ideas, like Mason's patented two-way latch and Silvis Seal™ cross contamination barrier."

*There is a lot to consider and keep on top of when building a new boarding kennel.*

The thought of purchasing kennels from overseas was initially a concern for Duke Kennels, but any reservations were put to rest once Duke contacted the Mason Company.

"The staff at Mason Company was quite helpful," said Captain Haroon. "We provided the dimensions of the building and Mason Company did the rest for us, including multiple quotes and an in-depth discussion on the pros and cons of various options and materials, which gave us peace of mind. We visited Mason Company's offices and selected the materials after the demonstration. It was a pleasant surprise and a big relief to discover Mason Company had a long history of doing business overseas - its order system automatically converted everything from feet to meters, for example, and their shipping department was expert on arranging overseas delivery."



After a smooth installation of 30 Sani-Kennels, Duke Kennels opened in May 2013. A ventilation system conditions air six times very hour and maintains a comfortable temperature. The spacious kennels are clean, heated and modern. A bath service is also offered.

"The equipment is very easy to clean and the staff is very happy about it. The kennels have provided time savings as well as good ambience for the customer, as when they visit us they can feel we are providing a quality stay for their loved pets," said Captain Haroon.

*Mason Company's solution is working well.*

Captain Haroon said potential customers can experience the kennels for themselves by visiting the Duke Kennels Facebook page and website.

"The Sani-Kennels help set our facility apart from other pet resorts in our area as anyone who sees our facility is impressed. What they don't see and experience is important as well though, such as healthier dogs due to an improved floor seal, staff and dog safety and superior durability."

Captain Haroon added that Mason Company's staff is excellent. "Mason Company exceeded expectations by providing extremely high quality customer service that is way over the benchmark. We would not consider another manufacturer and we recommend Mason Company."

<http://dukekennels.com/kennel-accommodation>



# HYDEGATE PET RESORT LTD.

Uley



*Based in Uley, near Dursley, today Hydegate Pet Resort offers a variety of kennels, including standard, family unit, premier or luxury to design a stay that fits the dog's needs.*

Hydegate Pet Resort Ltd. looked to Duke Kennels in Manchester as their team loved the paneling system. Hydegate was looking for a new, modern solution for boarding dogs.

Hydegate visited six installations from three different companies and found many negatives in others manufacturer solutions. Mason Company had better standards, competitive prices, a modern look and superior design for cleaning, including Mason Company's Sani-Seal™ and exclusive Silvis Seal™ barrier that prevents cross-contamination between runs.

*"There were many advantages to using Mason Company that made them stand out as the leader during our decision making process,"* said Terry Meredith, managing director of Pet Resort Ltd., "We were delighted to learn they had extensive experience working overseas and have installations in over 30 countries."

After removing old stainless steel kennels that had been in use for about 20 years, Hydegate demolished the site and built 16 new Sani-Kennels. Hydegate staff worked with Mason Company to provide the solution and design assistance. Mason Company reviewed exterior and interior measurements to help finalize the site drawings and plans. The solution minimizes noise by designing the layout of the kennel area in an "L" shape to ensure dogs don't face each other. The space also incorporates an indoor area.

We wanted a solution that didn't look like cages," said Meredith. "We wanted a more modern look because today's customer demands it. Mason Company's selection and offerings are years ahead of its competitors."

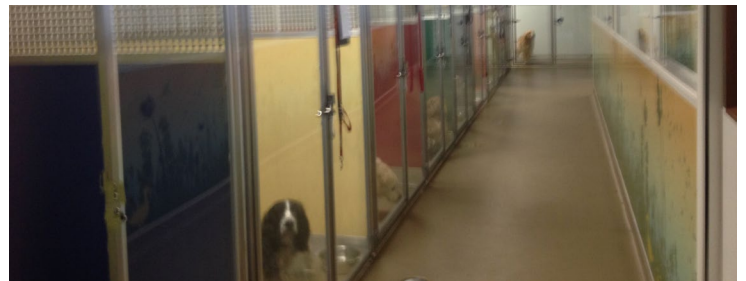


The Sani-Kennels are designed with glass fronts and multi-color WilsonArt side panels that include rainbow colors of green, yellow, red, blue and orange with tops that are plastic mesh. Stainless steel

"S" hooks stop the door latch from opening to prevent dogs from escaping through the glass door.

Hydegate also has ten new apartments that are larger than the standard kennels. Unlike conventional kennels, these apartments are built out of UPVC with a bedroom and separate run as well as with heat lamps over the beds. The latex flooring is warmer and prevents older dogs from slipping.

Hydegate added air conditioning in the building to keep the climate controlled regardless of whether it is hot or cold outside. The indoor exercise area is climate controlled as well and includes reflective glass that coordinates with Sani-Kennel look so that the dogs can see outside but people aren't able to see into the area.



*Staff and customers love the solution. The facility has been at capacity, especially the 15 Sani-Kennels and Hydegate has a waiting list during holidays.*

"The glass doors set the Sani-Kennels apart and the smooth finish on the kennels is really easy to keep clean," said Meredith. "Additionally, the disease control and the ease of cleaning the Sani-Kennels raise the standards of our facility compared to other pet resorts in the area. The Sani-Seal and Silvis Seal prevent the spread of disease and the drainage keeps the floor sterile and easy to clean. When we are washing the kennels down, the floor drains slope forward so there is no chance dog sitting in urine between cleans."

Hydegate is in the process of installing eight additional Sani-Kennels in its new reception building area, which will serve as a drop off and pick up area. In the future, plans include replacing 20 other older kennels with new Sani-Kennels in existing footprint.

"Dog owners and their dogs love the Mason Company solution, and we definitely recommend Mason Company, said Meredith. "Mason Company's customer service is fabulous. The staff is responsive and we have no complaints."



With more than 120 years of experience in designing the finest animal enclosures in the world, Mason Company has more experience in animal enclosure design than anyone else in the industry. We are known for our ability to customize products and solve design and manufacturing challenges. Mason Company offers the broadest product line in the industry - many with patented, innovative features - and customizes solutions to meet your specific needs.

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