



**RESCUE
HOTEL**



ANNUAL REPORT

2024 - 2025

www.therescuehotel.com

Foreword

A message from the Chair of Trustees

As with most years, the past twelve months have been incredibly busy for us. While we didn't quite achieve the progress we'd hoped for with our kennel refurbishment, significant groundwork has been laid, and we're entering the new year with a much clearer timeline for when construction will begin.

Despite this delay, much has been accomplished. One of the most exciting milestones was the creation of our now fondly named 'Red Garden'. A vibrant new space at the heart of the dogs home. This dedicated off-lead exercise and introduction area is already proving invaluable. With our existing garden set to lose a significant portion of its space during the upcoming refurbishment, the Red Garden ensures continuity and quality of care for our dogs throughout the construction period.

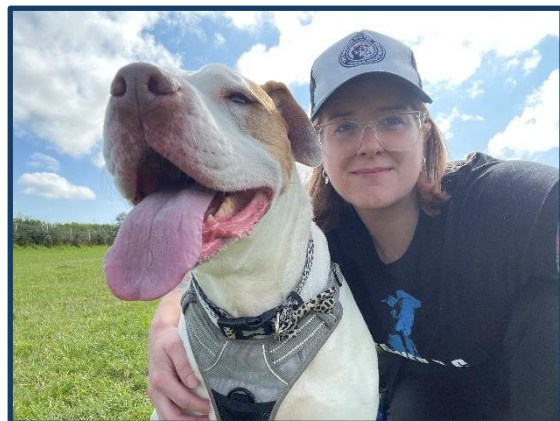
We also enjoyed some incredible collaborations this year with internationally acclaimed artists. In July, we launched an official collaboration t-shirt with legendary rock band Pearl Jam, featuring a reimagined version of their iconic Stickman logo—this time as a scruffy rescue dog, thanks to our friend and local artist Phil Morgan. Once the band shared the design, sales skyrocketed, and we shipped these shirts to supporters around the globe.

Later in the year, we teamed up with long-time friends and one of the most exciting bands in the world, Fontaines D.C.. Their original shirt design has become our best-seller to date, far exceeding expectations. The band generously made the shirt available at their merch stalls during select shows, and we can't wait to see them perform at Cardiff Castle this July.

As we look ahead to the coming year, I'm excited to see work begin on the stable block in July. While smaller in scale, this phase is the more complex of the two. If all goes to plan, we hope to begin refurbishment of the main kennel block toward the end of 2025 or early 2026.



Toria Acreman, Chair of Trustees



Lives Saved

In the past year we are proud to have helped cover the cost of 91 life changing procedures for the dogs at CDH. These range from life saving interventions to more routine procedures that help improve quality of life and adoptability of the dogs.

Chestnut's Story

Chestnut, like many dogs who find themselves at the Hotel, was found as a stray and brought into the care of Cardiff Dogs Home. As a young puppy, she was full of energy, but it soon became clear that something wasn't quite right with her hind legs. After seeing the Hotel's vet, she was diagnosed with luxating patella in both hind legs, a painful condition where the kneecap slips out of place.



Chestnut was sent for X-rays, which revealed that along with her luxating patellas, she also had signs of hip dysplasia. Due to her young age, the vets were reluctant to operate, looking to first allow her to grow and her skeleton mature.

Whilst we decided on the next steps for Chestnut, we looked to place her in a foster home, and luckily for her we found one quickly and she began to settle in! After discussions with our vet, we decided that Chestnut could be rehomed, but with the

agreement that The Rescue Hotel will cover the costs of the surgery she will need once she has matured. This way, her adopters will not have to worry about the cost of her treatment, and we know that she will receive the care she needs.

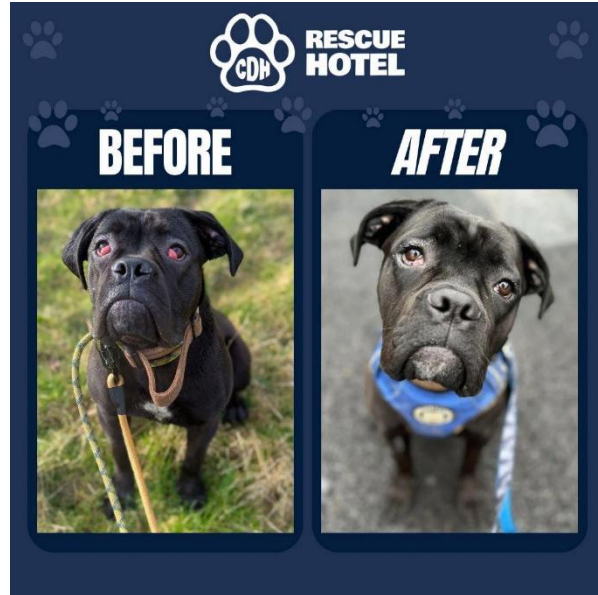


Luckily for Chestnut, her foster family fell in love with her and decided to adopt her! We will now stay in close contact with them as Chestnut grows up, and will support them through her surgery once she is ready.

Our work ensures dogs like Chestnut receive the vital care they need.

Chutney's Story

Chutney the young Cane Corso was brought into the Hotel as a stray, and the first thing that the staff noticed upon intake was her horrendous cherry eye. This condition occurs when the gland of the dog's third eyelid prolapses, which can be painful and irritating. In Chutney's case, she was suffering in both eyes and was clearly in discomfort. She was swiftly seen by the Rescue Hotel's vet, and once she was ready, she had surgery to correct the condition. She was cared for by the amazing Health Centre team, and then by her favourite kennel staff, and can now see much more clearly and is pain free.



Cherry eye repair surgery is one of the most common procedures required by our residents, and any resident found to be suffering with cherry eye will have this corrected at The Rescue Hotel Health Centre.

Cariad's Story

Cariad also arrived at the Hotel as a stray, and was lucky enough to be placed into a foster home. Here, it became clear that she was struggling with her breathing, which was causing her to vomit back up her meals. This meant that she found it difficult to keep on weight, and couldn't enjoy the adventures that she wanted to go on. She was found to be suffering from Brachycephalic Obstructive Airway Syndrome, as a result of being bred to have a flat face in order to look "cute". Because of her squished features, her airways couldn't allow in enough air for her to breathe properly.



Thanks to our work, Cariad was able to undergo specialist BOAS surgery to widen her nostrils and shorten her soft palate, to improve her quality of life. She is now happily adopted to her forever home.

Forthglade Donation Delivers Over 15,000 Nutritious Meals to Our Dogs

In late 2024, we made the decision to transition to feeding Forthglade food. For many years, our dogs had been fed a combination of Chappie and Burns dry—affordable options that met basic needs. However, with rising costs and a renewed focus on holistic care, it was no longer justifiable to compromise on quality. As a charity already investing in veterinary care and behaviour training, it was time to invest in nutrition, too.

To our delight, in February 2025, we formed a partnership with Forthglade that led to an incredible donation of 15,552 meals for our dogs. This generous contribution will keep them happy, healthy, and well-fed for the next five to six months, significantly reducing our food costs and enhancing welfare standards across the board.



Thanks to this donation, every dog in our care is now enjoying high-quality, nutritious food—a critical factor in their health, recovery, and readiness for rehoming. Staff have already noticed positive changes, with marked improvements in digestive health and overall wellbeing.

Importantly, this donation isn't a one-off, but the beginning of an exciting new partnership we are incredibly proud of. We are deeply grateful to Forthglade for their support and commitment to animal welfare, and we're excited to see what the future brings.

Rock 'n' Rescue: Fontaines D.C. Collaboration Raises Over £30,000 for Our Dogs

This year, we proudly teamed up with double Grammy-nominated band and long-time supporters Fontaines D.C. to launch our biggest merchandise collaboration to date: a limited-edition t-shirt celebrating our shared love of music and rescue dogs.

Our charity has a long-standing tradition of blending creativity with compassion, and several music-inspired designs have helped us fundraise over the years. However, this new design—featuring the bold slogan “Sex, Dogs and Rock ’n’ Roll” in Fontaines D.C.’s iconic green—has made the biggest impact yet. It’s not only a striking piece of merchandise, but a powerful symbol of solidarity between music fans and animal lovers.

Mat Acreman, our co-founder and Fontaines D.C.’s touring team member, shared: “I helped set up The Rescue Hotel during the pandemic while I was unable to tour. When we got back on the road, I couldn’t wait to bring the band to visit the dogs’ home and show them what I do when I’m not touring. Their support has been incredible over the years, and I’m so grateful they’re using their voice and platform to help the dogs in our care.”



The shirt was officially launched at the band’s sold-out Cardiff show at the Utilita Arena, where Fontaines D.C. spent time with six of our dogs before taking the stage.

Since its launch, the shirt has become our top-selling item, raising over £30,000 to support our work. Orders have come in from around the world, helping raise awareness of our mission far beyond Cardiff.



We’re now looking ahead to Fontaines D.C.’s upcoming Cardiff Castle show in July, where we hope to see a sea of these amazing shirts proudly worn by fans who stand with us and our dogs.

Investing in Behaviour Training

At The Rescue Hotel, we're committed not only to the welfare of our dogs, but also to empowering the people who care for them. Behaviour training is a vital part of preparing dogs for adoption, and in 2025, we took a significant step forward by expanding our behaviour team and strengthening support for the dedicated volunteers.

At the start of the year, we welcomed Gabby and Nancy to join Kahla on our growing behaviour team. Gabby now works at the home every Thursday, while Nancy—who is also a valued member of the kennel team—supports both dogs and volunteers. She also leads monthly training sessions for our volunteer team.

All three trainers use only force-free, fear-free, positive reinforcement methods—the only approach we endorse at The Rescue Hotel.



The introduction of regular volunteer training has been a huge success, helping volunteers better understand and respond to the dogs' needs. By learning to manage stress and build trust, volunteers are directly improving the dogs' wellbeing and increasing their chances of finding loving forever homes.

Our Veterinary Suite: Supporting Dogs at CDH and Beyond

Our on-site veterinary suite continues to be a vital resource—not only for the dogs in our care, but also for the wider community. In the past year, our dedicated clinic team carried out an impressive 1,122 surgical procedures, helping to safeguard the health and wellbeing of countless animals.

Of these procedures, 238 were neutering surgeries for CDH dogs, ensuring they were ready for adoption and helping to reduce future unwanted litters. In addition, the clinic administered a remarkable 2,546 vaccinations, playing a key role in disease prevention and overall animal health.

Thanks to this facility and the skilled professionals who run it, we're able to provide high-quality veterinary care efficiently and affordably—benefiting both our residents and the general public.

Bark in the Park: A Pawsitively Fantastic Day in Barry

Our second annual Bark in the Park event took place on Sunday, 19th May at the beautiful Romilly Park in Barry, and it was nothing short of a tail-wagging triumph! Following the huge success of our inaugural event, we moved to a larger venue this year—and were thrilled to welcome thousands of dog lovers from across south Wales.

The day was packed with fun for both two- and four-legged attendees. Our much-loved dog show featured five entertaining categories: Golden Oldies, Best Boy, Prettiest Girl, Best Rescue, and Dog That Looks Most Like Their Owner. The "Prettiest Girl" class proved the most popular, drawing over 100 entries!

Canine attendees also enjoyed the Doggy Dash, a fun-filled “have-a-go” agility course, and plenty of paddling pools dotted around the park to help them cool off in the sunshine.

There was just as much for humans to enjoy, with a fantastic selection of local stalls to browse and a mouth-watering variety of street food vendors serving up treats throughout the day.

Although Bark in the Park will take a short break in 2025 due to scheduling commitments, we’re already planning for a bigger and better return in 2026—and we can’t wait to welcome everyone (and their dogs!) back for another unforgettable day.



The Red Garden: A Vital New Space for Dogs and Adopters

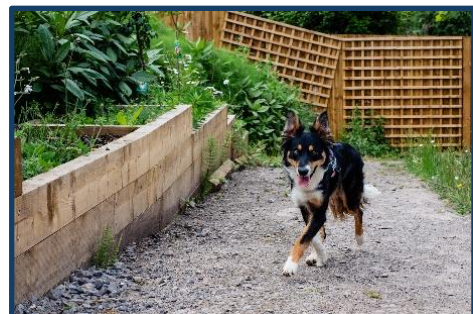
In April construction was completed on what is now affectionately known as the Red Garden—a transformative project made possible thanks to the generous support of Lovell and Keep Wales Tidy. With upcoming construction on the stable block, it was crucial to establish a dedicated space for dog introductions and off-lead exercise to ensure adoption services could continue without interruption.

Located to the right of the main kennel block, the new garden now sits on land that was previously unused, overgrown, and unsightly. This rejuvenation was a true community effort, carried out by a dedicated team of volunteers alongside Keep Wales Tidy and Lovell.

Keep Wales Tidy played a pivotal role, providing planters, habitat boxes, plants, trees, turf, a storage shed, tools, and hands-on support to clear and revitalise the area near the River Taff. Lovell generously supplied and installed fencing, helping to secure the space.

"Giving back to the communities we build in is a core value for us at Lovell, so we were delighted to offer our support for this project," said Gemma Clissett, Regional Partnerships Director at Lovell. "Cardiff Dogs Home does excellent work—not just for the dogs, but for the families and individuals whose lives are enriched by adoption. We hope everyone enjoys the garden and look forward to supporting similar initiatives in future."

Owen Derbyshire, Chief Executive of Keep Wales Tidy, added: "Thanks to ongoing support from the Welsh Government, we've been able to offer free garden packages through our Local Places for Nature scheme. Gardening and access to nature are known to boost mental wellbeing and build community spirit. It's wonderful to see our Wildlife Garden and Community Orchard packages making such a positive impact at Cardiff Dogs Home."



Councillor Dan De'Ath, Cabinet Member with responsibility for Cardiff Dogs Home, remarked: "Many of the dogs who come to us have experienced difficult beginnings and deserve some comfort during their stay. This new garden allows them more time out of kennels and creates a calm environment for socialisation and rehoming efforts. Huge thanks to our fantastic volunteers, the Rescue Hotel, Keep Wales Tidy, and Lovell for making this happen."

The Red Garden represents more than just a physical upgrade—it's a symbol of community, compassion, and collaboration. It's already enhancing the daily lives of the dogs in our care and will remain a vital part of Cardiff Dogs Home for years to come.

Adventure Travel Charity of the Year

In 2024, Adventure Travel proudly named The Rescue Hotel as their Charity of the Year — a decision that inspired a heartfelt wave of compassion and creativity across the entire team.

From the moment the partnership was announced, staff across all departments threw themselves into fundraising with incredible energy and enthusiasm. Over the course of the year, Adventure Travel raised an impressive £12,500 through a series of events, from bake sales and fun runs to donation drives and raffles. Every pound contributed helped support our vital work to give vulnerable dogs a second chance at life.



One of the standout moments of the year was the unveiling of our specially branded Adventure Travel x The Rescue Hotel bus. Wrapped in bright, eye-catching graphics featuring the charity’s logo, paw prints, and some cheeky dogs peaking over the back seats, the bus quickly became a local icon. It not only raised awareness as it travelled through Cardiff and beyond but also sparked countless conversations among passengers and passersby about the cause it represented.

This partnership reminded us all of the power of community, and how, together, we can drive positive change — one journey at a time.



Facts and Figures

Financial Activities

	24/25	23/24	22/23	21/22
INCOMING RESOURCES				
Unrestricted Income	178,029	£145,186	£225,407	£46,346
Restricted Income	52,549	£164,403	£24,030	£118,057
TOTAL INCOMING RESOURCES	274,505	£360,134	£249,436	
RESOURCES EXPENDED				
Unrestricted Funds Expended	153,352	£124,610	£82,878	£49,597
Restricted Funds Expended	16,234	£33,748	£2,436	£17,781
TOTAL RESOURCES EXPENDED	169,586	£158,358	£85,314	£67,378
NET SURPLUS/(DEFICIT) FOR THE PERIOD	£104,919	£201,776	£164,122	£97,025

Dogs Supported

Total number of dogs taken into facility	574
Dogs returned to owner	213
Dogs successfully adopted	229
Dogs temporarily boarding (social services etc)	17
CDH dogs neutered by TRH	238
Life changing procedures	91
Volunteer hours	18,023
Volunteer dog walks	19,695

Thank you to Our Incredible Supporters

We are continually humbled and inspired by the generosity and kindness shown to us every single day. Over the past year, we've had the privilege of building lasting relationships with individuals, community groups, and businesses who share our mission to improve the lives of rescue dogs.

While it's impossible to name every single supporter, we'd like to extend a heartfelt thank you to all those who have stood by us. In particular, we want to acknowledge a few of our corporate partners who have gone above and beyond this year—donating time, resources, expertise, and funding to make a real difference for the dogs in our care.

Your continued support helps us do what we do best—rescue, rehabilitate, and rehome dogs in need. Together, we are changing lives.

