

Happy Dogs Daycare

Welcome...

Welcome to issue 5 of our newsletter; while Christmas already seems an age away and 2020 seems to be flying by, we'd like to take this opportunity to wish you and your families the very best for the year ahead.

In this newsletter we'll take this opportunity to furnish you with all the relevant information about Happy Dogs, our plans and all the things we feel are important for you and your dog as part of our ever growing family.

As always, we would absolutely welcome any feedback you may have for us; good, bad, or indifferent so please don't be shy!

Vaccinations:

In order to safeguard all our dogs and also to keep in line with the animal welfare regulations, we'd like to request that you check your dog is fully up to date with his or her vaccinations; we'd also like to request that (at some point in the next month or two) you bring in your dog's vaccination card so we can keep our records up to date.

I am sure we all appreciate the importance of keeping up to date with vaccinations, as well as the ramifications if we decide to "let it slip this year."

Kennel Cough:

Along the same lines as above, please can you ensure that your dog is up to date with his, or her kennel cough vaccination; please do consider your dog having a miserable time with a bad cough / cold, but also the potential for a secondary bacterial infection, following the initial viral infection.

Puppy graduation...

Our Saturday morning puppy parties have been (and continue to be) a huge success and of great benefit to our young undergraduates. We have seen many pups come through the puppy party, to graduate into weekly daycare. The main benefit of the puppy party is that we have some very well socialised, well-mannered and well balanced dogs joining our pack. We have had excellent feedback stating how the puppy parties have improved young dogs' behaviour in and out of their homes, especially while meeting other dogs when out walking. Please do the responsible thing and tell all your dog owner friends about this, so they can also benefit from it.

Did you know...

In 2019 we added a new fragrance to our popular range; it's called GOLD and is a Long-lasting pet cologne with a warm, sweet scent of rich honey with notes of vanilla, cedar, amber and sweet musk. It's been very popular. Make sure you pick yours up at reception.

2020 plans...

We have some exciting plans for developing and improving Happy Dogs throughout 2020, so you will (slowly but surely) see these plans come to fruition. The first being to spruce up our outdoor area, car park and perimeter fencing.

We also have plans to develop our internal arena, creating 4 large, separate zones for the dogs, giving us more options to manage zones according to character and temperament.

Our staff are a very important and valued part of Happy Dogs, so to ensure they are also being cared for, we will be building a tailored "Training Suite" which will allow staff to study and learn in a quiet and uninterrupted part of the facility.

Feeding time...

We often get asked what treats we give the dogs while in daycare...

The simple answer is very few, however when we do give treats we usually give fresh carrots, apples & pears. However we do have small beef & vegetable dry biscuits which we have on hand around the arena, these biscuits are used sparingly but are valuable to distract dogs or to assist in moving a group of dogs quickly from one section of the arena to another. We closely monitor how often treats are given and that they are not used excessively.

We do have a number of dogs that are on strict dietary measures and this is taken into account. All staff are aware of which dogs should not be given treats and instead are separated from the group if scavenger hunts or if other games are played where treats are used.

Important: If your dog has a special dietary requirement, or you wish them not to be given any treats while at daycare, please make a member of staff aware.



Recurring Bookings:

Nobody likes listening to a stuck record, but a topic we find important enough to warrant another mention is the recurring bookings. We are now approaching capacity for our current arena layout and while we will be making alterations this year (sooner rather than later) to accommodate more places, we would like to remind you that recurring bookings are the best way to ensure your dog's place is guaranteed at Happy Dogs. While an Ad-Hoc booking in system has been usable in the past, it is becoming less so now that we are nearly full.

Fun Fact...

85% of our Facebook followers are female, 30% are aged between 25 – 34, and we have 85 followers aged over 65.



EXCLUSIVE OFFER

£5 off

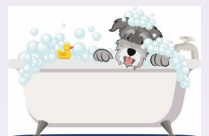
5 STAR LUXURY PAMPER

For daycare customers only

With this voucher you will receive £5 off the following pamper package:

Luxury foam bath
10 minute soothing massage
Coat conditioner
Blueberry facial
Paw massage with paw balm
Luxury fragrance spray

Mini:	£20
Small:	£22
Medium:	£25
Large: from	£30



Present this voucher to receive £5 off the above prices

Valid until 30/03/2020

Mushrooms:

It's not commonly known, but (with the exception to mushrooms bought in your supermarket) many varieties of mushrooms are poisonous to dogs! While the most common time to find the widest variety of mushrooms is September to November, they do actually grow all year round.

Information boards...

As you will no doubt be aware, we do have (on the back wall of our reception) 2 Blackboards which we use to display important information about Happy Dogs Daycare, our services and upcoming events. Please do take a moment to read these when dropping off, or collecting your dog... There may be a test!



More places:

Due to the changes we will make to the arena layout through the year this will enable us to offer more places to customers and help grow the Happy Dogs family. Our aim is to open up a further 25 places each week by the end of the year; this will be allocated as 5 places per day, over the 5 weekdays.

We expect many of these places to be taken by our Saturday morning puppy graduates.

Staffing levels and training will be monitored and increased accordingly to ensure we maintain a good ratio of staff to dog.

Did you know...

Happy Dogs have a truly global reach with in excess of 2100 Facebook fans from every corner of the globe, obviously the vast majority of our Facebook friends are in the UK however we have a large network following us from the US and more surprisingly we fans in Bolivia, Cambodia, Nicaragua, Nepal, Zimbabwe, Algeria, Thailand, Burma plus many more... in fact we have followers from over 35 countries and 6 continents!!!



Donations...

If you, or anyone you know has any plastic garden furniture, or Little Tykes children's play sets which are no longer wanted, please do let us know, as we may be able to use them. We do like to keep the arena as interesting as possible for your dogs.



2019 Recap.

2019 was a great year for Happy Dogs (and only our second year too), where we saw steady growth in our regular dog numbers. We made some alterations in the type of equipment we use in the arena and also created a removable wall to split the arena in two. The castle arena has proved a very worthy addition to the facility, being a place the dogs love to go. Our puppy parties have gone from strength to strength, as has our private hire service. We opened the shop in reception and stocked a wide range of popular products. If you have any suggestions for new products or old favourites, please do let us know. Further to this, we are very pleased to announce that our first apprentice, Tamikah, passed her level 2 diploma in animal management. Congratulations go to her.

We also had our first customer survey, a very high proportion of our customers (75%) taking part and returning high marks for all our services. Statistically there were no scores below 90%, though we shall continue to work hard in every area, as this is something of paramount importance to us.



Did you know...

Since opening we have posted 27,650* photos of all your lovely dogs on our Facebook page... sorry if we've missed anyone!! (*At time of going to press)

Your dogs are in safe hands...

To reassure you about the level of safety we offer, all our apprentices are currently undertaking diplomas in Animal Management, as well as undergoing constant in-house training and monitoring.

We also have agreements with local colleges (Tameside, Hopwood Hall & Manchester College) where we offer work placements for those undertaking Animal management "Level 2" or above.

As well as this Adam, Paul, Claire and Chloe are our qualified dog first-aiders. So if your dog does require basic first aid for minor cuts, bumps or if they simply need a rest and monitoring we are confidently on hand.

Should there be a need for a higher level of medical assistance we are registered with a local vet practice who we can call upon during our opening times.



Meet Banjo:

One of our most popular and talked about events through 2019 has been our support for Banjo.

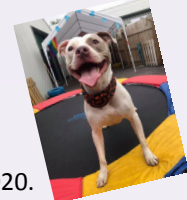
Banjo comes to visit us regularly for private hire sessions to enjoy the freedom and play off lead, which otherwise he wouldn't be allowed. Unfortunately due to Banjos breed type he is under strict public controls and cannot enjoy the freedom most dogs can.

Under BSL rules (Breed Specific Legislation) Banjo cannot be off lead or without a muzzle in public so with our support and generous donations from around the world we can allow Banjo to enjoy his time, play, run and have his own freedom within the safe walls at Happy Dogs.

Anyone wishing to find more information about BSL rules or would like to fund a private play session for Banjo can do so by asking Paul at reception.

Banjo also has his very own Facebook page and you can follow him by searching Precious Banjo.

We love Banjos infectious smile and happy nature, which is testament to his fantastic owners. We'll be seeing more of Banjo in 2020.



Private hire...

On Saturday mornings (following the puppy party), we offer private hire sessions in our arena.

Perhaps you would like to book for a birthday party, or are you part of a local specific breed group and would like to have an indoor group meeting? We also offer this service for dogs which suffer from severe shyness or anxiety and have trouble mixing with other dogs. As you probably know, this service is also open for BSL (Breed Specific Legislation) dogs, which are sadly subject to very stringent control measures; some are unable to ever be allowed off the lead outside their own home, or need to be permanently muzzled outdoors.

Our private hire sessions allow the freedom and fun these dogs need in their lives.

PRIVATE HIRE

We offer 1 or 2 hour time slots and the prices are as follows....

£25 for 1 hour or £40 for 2 hours (up to 4 dogs).

5+ dogs is £9 each for 1 hour, or £12 each for two hours.

For large groups, we offer refreshments of hot and cold drinks as well as snacks and fruit. All profits go to the Manchester & Cheshire Dogs Home.