

Happy Dogs Daycare

Welcome...

Our third newsletter this year covers topics mainly relating to the summer months, although its only recently it has felt like summer. Our main aim is to inform, remind and help you and your dog enjoy the warm weather, your beach holidays and traveling in your car. Thank you also to everyone who took part in our survey, we have shared some results below and will also use your comments to guide us with our own plans as the year unfolds. Adams 'Joke corner' makes its debut, so he is firmly to blame for the groans and eye rolling....

Summer Days:

As responsible dog owners you are aware of how the adverse hot weather can affect your pooch but to help, here are some tips to make your dog more comfortable.

1. Walk your dog early morning or late evening preferably in shaded wooded areas. If you can't hold your hand to the tarmac for more than a few seconds do not walk your dog, pads will burn and blister.
2. Carry water on walks, allow short rests.
3. Some breeds have more difficulty in the hot weather i.e. pugs and bulldogs as they find it harder to breathe and regulate their temperature.
4. If home, in the garden have a paddling pool available so they can cool down.
5. Obese dogs will also find the hot weather tiring. Just another reason to keep your dog's weight in check.
6. Use ice packs and cooling towels, in particular in the groin area where there are large blood vessels.
7. Instead of chews and treats make your own ice pops with vegetables and fruit. If you have pools, towels and shade available, your dog will work out how to keep cool themselves. Enjoy the summer!

Buffalo Horns are back...

Back by popular demand are our buffalo horns, the ideal healthy chew. 100% natural, great for cleaning teeth & gums, no additives, long lasting, relieves boredom...



Survey Results:

Many thanks to everyone who took part in our recent survey.

75% of our surveys have been returned. Your feedback, comments and the results will help us massively in our future plans... here are some highlights...

We scored highly on...

Cleanliness - *Good or Excellent* 100%

Facilities / space / layout - *Good or Excellent* 100%

Care - *Good or Excellent* 100%

Opening times - *Good or Excellent* 92%

Paw pads & Ear checks - *Good or Excellent* 92%

Facebook content - *Good or Excellent* 91%

Facebook pics - *Good or Excellent* 95%

Staff - *Good or Excellent* 100%

Grooming service - *Good or Excellent* 96% with 97% saying would use service again & recommend to a friend.

Dogs enjoying themselves – *Yes* 98%

Value for money – *Yes* 94%

Areas we perhaps need to focus on...

You want to see more toys, climbing platforms

More Information on our games, activities, i.e. scavenger hunts / enrichments games & see more videos.

Facebook reviews: only 58% of our customers taking part in this survey have left us a review on Facebook... we value the reviews as they help us grow and extend our service to new customers.

Top additional services you asked for....

Membership Scheme	58%
Dog First Aid Training	48%
Shop / Pet Accessories	40%
Dog Training classes	38%
Dog Photographer	29%

...So, watch this space!!!

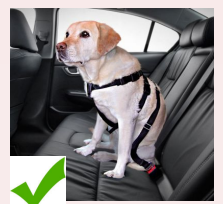
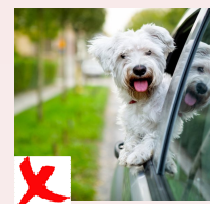
Car journeys:

We all travel with our dogs in our cars and perhaps more so during the summer months so please be aware of new laws aimed at making these journeys safer for your dog:

Rule 57 of the Highway Code states 'When in a vehicle make sure dogs or other animals are suitably restrained so they cannot distract you while you are driving or injure you, or themselves, if you stop quickly. A seat belt harness, pet carrier, dog cage or dog guard are ways of restraining animals in cars.' Although disobeying the highway code doesn't necessarily mean you will be will receive a penalty, the police could pull you over and charge you with driving without due care and attention which carries a maximum fine of £2,500 and nine penalty points.

Did you know...

- 34% of drivers don't use a dog car seat or a suitable restrained support when on the road with their furry friend.
- 1 in 10 drivers let their dog sit in the front seat.
- Transporting your pet without a dog car seat, seat belt, harness or crate could lead to nine points on your license and a fine of up to a £2,500.
- Driving without suitable car seat or restraint can invalidate your car insurance.
- 64% of owners are unaware of the above.



Drop off procedure re-cap:

A polite reminder regarding the drop off procedure in the mornings; could all customers please ensure they bring their dogs on a static lead (not a retractable one) to ensure a smooth, safe and easy entrance in and out of the arena.

We would also like to remind everyone that we do have the outdoor toilet area to the right of the reception (covered with artificial grass); we would like to urge everyone to encourage their dog to go to the toilet prior to entering the building. This will facilitate a smoother and more efficient entrance to the play arena.



Write a review...

Many of you follow us on Facebook and have given us fantastic feedback; we appreciate your support & love to read your comments. If you haven't already done so please leave us a review, new customers find this really valuable.



Did you know...

We hold assessment sessions every Monday, Wednesday & Thursdays at 1.30pm, still **free of charge** so why not tell your friends to come join the fun...

Guarantee your places... 2019/2020

As our business grows and develops, we will at some stage reach the point where we are full. To avoid disappointment when booking in for places, we'd like to request that you guarantee us a minimum of either 1 full day, or two half days per week. If you can do this, then we will always guarantee a place for you. We would absolutely hate to have to tell any of our customers that we have "no room today", but that could become a possibility in the coming months. As it stands we are currently at capacity most Tuesdays and Wednesdays and Thursdays are approaching capacity, Mondays and Fridays usually still have plenty of places. If you haven't already done so, please speak to us to ensure your recurring booking is in the system.

Referral scheme:

We are always trying to think of new ways to reward our loyal customers' so we'd like to remind you of the loyalty scheme we run within Happy Dogs Grooming. For every new customer you refer to us (who subsequently brings their dog for a groom), we will gift you a £5 discount off your next full groom. There is no limit to the amount of times you can do this, so if you referred 6 people to us you would get £30 off. Get referring and get yourself (or your pooch) a free groom!

To the beach...

There's no better place on a hot summers day to take your dog for a leisurely stroll or a mad run, on the beautiful beaches we have in the UK.

Nearby, the beaches of Formby and Ainsdale have amazing sand dunes and miles of flat open space for your dog to run and on the Fylde coast, Cleveleys, Rossal and St Annes there are extensive promenades with dog friendly beaches. With all these places there are regulations to follow regarding times of access, safety and cleanliness. Check out the local information about the rules regarding dog access.

A few points to note.....

Many sand dunes in the UK have small snakes that can bite your dog and the long grasses can be home to ticks and cause irritation.

Be aware of tide times to avoid being stranded on sandbanks

Be careful what your dog picks up along the beach, a washed-up dead fish can be toxic, and jellyfish can give a nasty sting. Be aware of other people who are having a picnic, keep dogs on lead ~ one sniff of a sausage roll and they could be gone. Carry water, not just to drink but to rinse sand from the paws.

There is usually no shade on the beach so be aware of your dog overheating.

Did you know

We try and catch the feel & atmosphere within the arena each day and show this in the daily pictures we post on social media each evening. To manage this we take on average 400+ pics to shortlist down to the daily 40... it's a big job and apologies if we miss your dog on occasion



Cleaning:

We regularly hear the comment "Ooh it smells nice in here!" So we thought we'd share our cleaning regime with you: The Reception is swept and mopped twice a week. The mopping is done with animal friendly scented kennel approved disinfectant and hot water. The arena floor is cleaned on an ongoing basis; wee is mopped up immediately and poo is picked up (then mopped) immediately too. On top of this, we carry out a deep clean every week. To do this we move the dogs either to the outdoor area (if it is dry) while the floor is mopped with hot water and kennel approved disinfectant. The floor is left to dry completely before the dogs are let back in. On rainy days, the dogs enjoy games in the castle while the arena is mopped. We even have a mop bucket outside. Cleanliness has always been one of our highest priorities and we always welcome your comments and feedback.

Joke corner...

My dog Minton ate 2 shuttlecocks - Bad Minton

Did you hear about the dog who ate nothing but garlic..? - His bark was worse than his bite!

What do you call dogs who did up ancient artefacts..? A Barkaeologists!

What's a dogs favourite kind of pizza...? Pup-eroni!

What kind of dog does magic tricks..? A Labra-cadabra-Dor

What do Chemists' dogs do with their bones..? They Barium!

Meet the team... Our apprenticeship program

We are proud to announce that we are currently working with a local company (Lite Ltd Stockport), which facilitates apprentice schemes and gets young local people onto a career ladder. We currently employ 2 apprentices, Shakira Hamilton and Tamikah Smith. The schemes run for two years, with a 12 month educational course "Level 2 Animal Care & Welfare Assistant," which is a great way to kick start a career in the animal sector.

Shakira, 17 joined Happy Dogs in May 2019.



"Just spending the days being with dogs is the best thing about working with Happy Dogs. It's fun learning all their different personalities. I have an 11 year old Yorkshire Terrier and also the proud owner of 2 Tortoises, 2 Gerbils, 2 Ducks, a Cat, a Rabbit and 2 fish tanks full with Fish. I hope to continue working with animals throughout my career."

Tamikah, 18 has been with Happy Dogs since January 2019



"The best thing about an apprenticeship with Happy Dogs is learning while you work, the training both classroom and on the job is really good and its great to come out of it with a recognised qualification which hopefully will set me up for a career working with animals. A great introduction to starting working with animals."