

Happy Dogs Daycare

Car park:

As we are now approaching capacity and expect to be full by late summer / early autumn. You may have already noticed the carpark is getting busier at drop off times in the mornings and at afternoon collections.

With this in mind, please remain conscious of other customers when parking and do so in a patient and considerate manner.



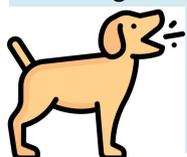
Spaces:

We currently have new spaces available mainly on Monday, Wednesday and Fridays and need to be running at capacity to cover our operating costs. We've had several referrals from our fabulous customers, but we need to get those spaces filled, so please let all your friends and acquaintances know about us and the wonderful service we provide.

Doorbell:

During our usual drop-off and pick-up period we always man the reception area particularly between the hours of **7.30am - 10.30am & 2.00pm - 6.00pm**. Please refrain from ringing the doorbell before checking the door is open, or unless you have been waiting outside for several minutes.

Often we are busy getting dogs into the arena, but will always return to reception. Ringing the doorbell can send the dogs into a frenzy and the staff then have a manic few minutes settling them down again.



Welcome...

It's been a while since the last newsletter and a lot has happened since then. Most of you know we built a dividing wall and corridor last year, to split the vast space into 2 separate arenas, creating a more useable space and giving a calmer and more manageable experience for your dog. Since then, we have been busy refreshing the arenas, primarily with a lick of paint. We have even spruced up the outdoor area to keep things fresh and nice for the staff and dogs. We will continue to make improvements and would of course welcome your thoughts and ideas.

Shop:

We try to offer as wide a range of goods for you and your furry friend as is possible. If there are any items we have missed, perhaps something you frequently buy (but not from us), then please do tell us about it so we can add it to our range. Hopefully we can become a 'one-stop shop' for all your doggin' essentials!

Dog training:

By now you are probably aware we have our own in-house training school courtesy of the wonderful Debbie, of Captains Orders. If you aren't aware, then you really do need to look her up on her socials. Several of our customers are already well underway with training



sessions. She caters for all ages, not just pups! Debbie is very competently assisted by our very own Aleshia (she just can't keep away) and they make a great team. Debbie runs classes on Wednesday evenings and also on Saturdays, as well as running our famous Puppy Parties. Please do find and follow her, and remember to share her posts, as we want to keep her busy and just as exhausted as we are. He he he

Fun Fact #1

Are dogs colour blind?

No.. They can actually see several colours, along with saturation of blue, yellow, and grey.

Sharing is caring...

As we try and attract new customers we'd like to ask all our existing customers to help spread the love at Happy Dogs by regularly sharing our Facebook posts to your page to help bring our service to new customers, your help here is much appreciated.

Suggestions box:

Hopefully you appreciate we continually strive to improve our service and the care we provide for your dog. If we are missing something, or could make alterations or improvements in any areas, or perhaps if you would like to bring something to our attention, you will now be able to do so by way of our suggestions / ideas box. (anonymously if you prefer) This will be a key feature of our reception area. So look out for it...

...COMING SOON!



Opening hours:

A reminder that our opening hours are **7.30am to 6.00pm**, we have to adhere to these strictly due to the licencing regulations set by TMBC. Please be mindful of this, if you are early we politely ask you to be a little patient and wait till 7.30am before coming in. We often get 'spot checked' on this and so far thankfully have avoided any issues.

Memorial garden:

Located within the carpark area you may have noticed our memorial garden. Sadly we have lost some beautiful and amazing dogs since we opened; we thought it would be very fitting to have a memorial garden to respect their memory. Please do be mindful of this when visiting, as sometimes the odd pooch tries to have a 'sneaky pee' on the flowers and we need to discourage this.



Fun Fact #2

Do dogs wag their tails when they are happy?

Not always. It can mean many things, such as happy or excited, as well as fear, aggression, or a warning to back off.

Baths & pamperers:



BATH & PAMPERS EXCLUSIVE TO DAYCARE CUSTOMERS

BRONZE BATH Shampoo, towel dry & fragrance spray Small & Medium:£10 Large & Giant:£15	SILVER BATH Luxury Shampoo, blow dry brush & fragrance spray Small:£14 Medium:£17 Large:£22 Giant:£26
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5 STAR GOLD PAMPER
Luxury shampoo, coat conditioner, 10 min soothing massage, blueberry facial, brush & blow dry, paw balm, fragrance spray & elegant bow tie
Small:£19 Large:£27
Medium:£21 Giant:£31

Nose & Paw Balm:£5	Nails:£5
50ml Fragrance spray:£5	Ear Clean:£5
500ml Luxury Shampoo:£8	Health Check:£8
500ml Hypoallergenic Shampoo:£8	



ALL PRICES INCLUDE VAT

A service we have offered since not long after opening; using this service takes a little stress out of your life and at the same time helps us cover our spiralling costs.. *AND* who doesn't love a sweet smelling dog cuddling them on the sofa in the evening? Don't forget we also offer nail clipping and ear cleaning.

Happy Dogs naturals:

We think we have a fairly eclectic spread of natural treats for your dog, but if there is a product you buy elsewhere, which would be helpful if we stocked it please let us know so we can look into sourcing quality suppliers. If you haven't yet tried our Naturals range, why not give them a go; they're healthier than any processed manufactured treat, we have had fantastic feedback from those customers who already use them. One small purchase a month helps us more than you might realise and will help your dog with a better and healthier balanced diet.



Fun Fact #3

Dogs only like food that tastes good..?

Not necessarily, a dog's sense of taste is much less discriminating than that of humans.

In fact, while humans have roughly 9,000 taste buds, dogs have only around 1,700. Dogs eat because they are hungry and their sense of smell.

Meet the team:

It has been a long time since our last newsletter and since then we have had some staff changes; we would therefore like to introduce you to our very loving, caring and professional team that looks after your little angel / *lunatic*.

• **Tamikah** – What can we say about our wonderful Tamikah? She has been here since the dawn of time and remains, as ever, a very reliable and valued member of the team. Thank you Tamikah for being so brilliant!

• **Aleshia** – Another crazy dog person, who joined us in 2022. Aleshia loves dogs more than anyone, she is part of a flyball team who competed at CRUFTS this year *AND* has already qualified for next year – GO ALESHIA!...

• **Tom** – Joined the ranks at the start of 2023 and has settled in well. He is an old giffer like Paul and Adam, but is just as crazy about dogs as the rest of us. His wife runs 'It's a dogs life' doggy bakery business selling birthday cakes and home baked treats if anyone is interested just ask.

• **Jess** – Spent a while (pre-COVID) volunteering at Happy Dogs while studying for her animal qualifications and by some good fortune for us, has decided she wants to stay here for the rest of her days...



No shows:

Always a tricky one, so something we would merely like to bring to your attention. We currently average 13 no-shows / last minute cancellations per week and these are spaces we hold for current customers, but *could* give to another pooch. Every missed place is a significant loss to Happy Dogs and we would like to get this number as close to zero as possible. We appreciate there are often very valid reasons for missing appointments and these will always occur, but rather frequently we are informed (at the last minute) that 'an impromptu day off work has been taken, so we won't be coming in today!' Please think about this impact and try and keep to your bookings.

Google reviews:

Google now seems to be the number 1 site for reading / leaving reviews these days. With this in mind, we would like to ask that you take a few minutes (perhaps over your Gin n Tonic this evening) to leave us a Google review. It could help us fill our remaining spaces and make Happy Dogs even more fun!

Private hire:

Just a reminder to you and any of your doggy friends and acquaintances, we still offer our arena for private hire on a Sundays. If you want to arrange a doggy birthday party or any kind of doggy play date we are here to accommodate you. Up to 4 dogs, is just £25 for 1 hour or £40 for 2 hours. For parties of over 4 dogs, we charge £9 per dog for 1 hour, or £12 per dog for 2 hours.

Social media:

Our staff work tirelessly to get those special photos you love viewing every evening. We love your feedback and comments, don't forget you can also interact with us on our Happy Dogs Owners group page. We love to see your shares, messages and requests on our Facebook & Instagram pages. Please continue to share our posts to your own page and remember to tag your friends. The power of social media can be a huge help during these times.

Vaccinations:

Being the uber-responsible outfit we are we'd like to remind you to ensure your pooch is up to date with all their vaccinations including *kennel cough*. We're now in the warmer months and while we have never had any fleas here, we don't want to break our untarnished record. Please be vigilant and check your dog's fleaing and worming plans are up to date. Keeping your dog healthy keeps them happy *and us!*

Old toys...

Many of you already bring old toys in for the dogs and we are hugely appreciative of this; please keep them coming! In a pack of 25+ dogs, they do get worn out rather faster than they would at home and subsequently we get through them at a fair pace. We want to ensure your dog has the most fun possible while at Happy Dogs.