

# Happy Dogs Daycare 2024

## Welcome...

It only seems like yesterday that we were packing away our winter woollies and looking forward to the sunshine, sadly however we think this must be the shortest summer ever...

We've welcomed some fantastic new dogs in 2023 but sadly lost some old faces too. We're well on the road to operating at full capacity but are still welcoming new customers. This year we teamed up with Captains Orders dog training which is going really well and Saturday morning puppy parties are back with a bang. We have plenty of adventures planned to keep us busy in 2024.

## 2024 plans:

# 2024

As you know, we like to keep our facility clean and fresh for the enjoyment of your furry friends, so in 2024, we'll be doing our regular arena spruce up and a repaint of the arena 2 floor and a touch up of walls. As far as layout goes, we are pretty sure we have it working silky smooth, so no major adjustments are planned although some minor roof repairs will take place this winter. Feel free though to offer your ideas through our suggestions box in reception.

## At your service...

*Use it or lose it*, is the philosophy we hear more and more in today's economic climate. Happy Dogs wants to be your one stop shop for all things canine. We have our bath, pampers, ears, nails service, weighing scales and now a well-stocked shop, offering treats, leads, collars, toys and other such paraphernalia, as well as our healthy naturals range. Please help to support us. Even one packet of treats per month can make a huge difference to us. If there's anything we've missed, let us know as we are always looking to expand our suppliers. Did you know we have a catalogue where we can order many extra things for your dog, from beds to coats, storage to water bowls? Just ask; we'll always try to be competitive and will continue to offer only high quality products.

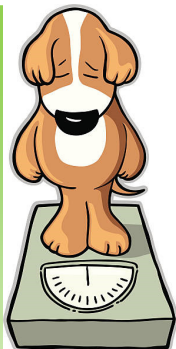
## Did you know..?

Happy Dogs Daycare first opened our doors 6 years ago on the 23<sup>rd</sup> October 2017, since then we have gone through many changes and challenges, we're still fighting strong and fully expect to be around long into the future.



## Wide load:

We would like to remind you all that we do have a quality set of scales in reception; one of our free services, so you can either help yourself, or ask us to assist you with weighing your dog. Handy if you want to keep track of any weight loss program you may be working on. If you want to weigh yourself, we'll gladly leave reception for your privacy... (maybe).



## Did you know..?

The world's oldest recorded dog sadly died recently at the very impressive age of 31 years 163 days. When 'Bobi' was born on 11<sup>th</sup> May 1992, John Major was Prime Minister, the Channel Tunnel was still under construction and Robin Hood Prince of Thieves was the top movie. Bobi, a Portuguese Mastiff, was from the village of Conquerios, Portugal.

## Referrals...

As you know Happy Dogs is always looking for new doggy recruits and to this end, you may have seen our posters while out and about in Tameside. We try to advertise as and when budgets allow, but we mostly get our new dogs via customer referrals and for that we thank you. Please continue to spread the word on your social media pages, so we can get our facility operating at full capacity. Being full means that we can continue to offer a high level of service and fend off those pesky price increases....

## Lights camera action:

For our Coronation Street fans out there keep an eye out for one of our daycare regulars. Millie has starred in Corrie several times in the past and has just finished filming more episodes which will be to be aired in December.



**CORONATION ST.**

## Christmas:

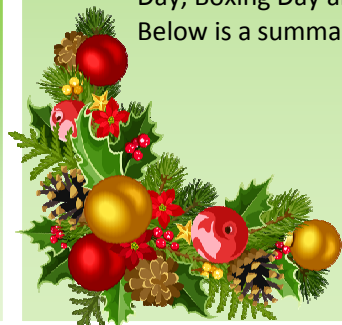
As we head into these colder months it'll soon be time to bring out the Christmas decorations, peel the sprouts and pour a mug of mulled wine...

It's also a busy time for us in coordinating those Christmas bath pampers so your pooch smells delightful just in time to meet Santa. We'll begin taking bookings very soon for pampers for week commencing 18<sup>th</sup> Dec. Bookings will be on a first come first served basis and a £5 deposit secures your slot. Watch out for more info in reception.

Most of you will have already noticed by now the shop is fully stocked with all things Christmassy. Last year we sold out pretty early so make sure this year you don't miss out!!

Christmas opening times: As in previous years we will be closed on Christmas Day, Boxing Day and New Year's Day.

Below is a summary of our opening days & times.



Friday 22 <sup>nd</sup> Dec	7.30am – 6.00pm
<b>CHRISTMAS DAY 25<sup>th</sup> Dec</b>	<b>CLOSED</b>
<b>BOXING DAY 26<sup>th</sup> Dec</b>	<b>CLOSED</b>
Wednesday 27 <sup>th</sup> Dec	9.00am – 5.00pm
Thursday 28 <sup>th</sup> Dec	9.00am – 5.00pm
Friday 28 <sup>th</sup> Dec	9.00am – 5.00pm
<b>NEW YEARS DAY 1<sup>st</sup> Jan</b>	<b>CLOSED</b>
Tuesday 2 <sup>nd</sup> Jan	7.30am – 6.00pm



## Morning toilet:

A notification you will have read previously, but also a very important one. We do mention this regularly, but please would you encourage your pooch to go to the toilet prior to their day at Happy Dogs? If you forget at home, there is a small area adjacent to the building, just behind the blue railings in the car park. When we have 30 + dogs coming in first thing, all needing a wee and poo this can be quite time consuming, we much prefer the staff to be more interactive with your dog on arrival, set up play groups as well as helping to settle some quieter dogs in to the group. Toileting your dog prior to drop off significantly helps us with this.

## Guest spotlight.... Meet Lola

The beautiful Lola is one of our longest serving inmates. Lola, a lively Springer Spaniel, is loved by all past & present staff and has a special close friendship with Adam. She is mad as a bucket of frogs at times and likes to keep everyone on their toes.

We asked Lola a few questions...

**How long have you been coming to Happy Dogs?**

*Almost all my life, nearly 6 years.*

**Do you have any special nicknames?**

*Moo, WoWa*

**What's your favourite toy?**

*Ballie (a tennis ball)*

**Where's your favourite walk?**

*Werneth low although I do like annoying the sheep at Chatsworth*

**Where's your favourite place?**

*Either school (daycare) or chilling at home*

**Are you allowed on Mum's bed?**

*Err, don't you mean my bed..?*

**Are you a good guard dog?**

*Definitely, I'm great at protecting my Mum from invisible zombies*



## Suggestions box feedback:

You may have noticed we have had a suggestion box in our reception area for the past few months and your comments, feedback and suggestions are truly valuable to us to keep us on the right track. Below are some of the popular suggestions along with our comments / actions:

**Boarding:** We often get asked why we cannot offer overnight boarding. Our answer is that we do not have a licence for dogs overnight. In fact, 6pm is our cut off for daycare services. We also do not have heating or sleeping facilities for dogs or staff. However, we can arrange a dog / house sitting service, just ask...

**Loyalty program:** Great idea. We're giving this further thought and hope to launch an incentive / loyalty scheme early in 2024.

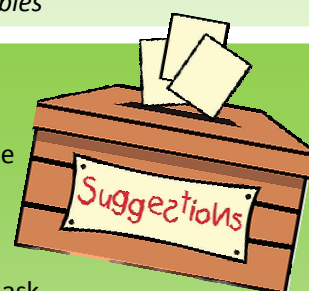
**White lining car park:** You asked and we delivered! Very positive feedback so far, it's now over to you to park between them...

**Cancellations fees:** Following our last newsletter we highlighted the issue of short notice cancellations and 'no shows'. We have had many suggestions on how we should handle these situations, from *charge for all no-shows, incur a 50% surcharge for no shows, insist on 8 weeks notice for cancelled bookings*. We have already discussed some proposed ideas with a number of customers and will be revising our policy on this in due course. In the meantime there is a voluntary 50% payment opportunity for anyone cancelling at short notice. Please feel free to discuss this with us at any time.

**Can you have a wider range of dog toys in the shop:** Again we have listened and sourced a new supplier of dog toys. You will have already seen an extended range of quality toys in the shop.... Just in time for Christmas.

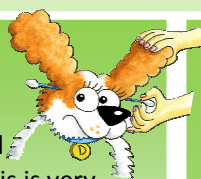
**Can you supply party bags:** Simple answer is yes we can. We will begin stocking party bags for you to fill yourself as well as offer an option for fully stocked 'pawty bags'. Watch this space for more info and prices...

**Can we look inside the arena:** Unfortunately at busy / peak times this is not possible as having guests in the arena can be very unsettling for the dogs and can cause stress. However if you pick up after 5.15pm we will gladly allow you to have a sneak peek.



## Ear cleaning & nail clipping:

As most of you know, we offer a nail clipping and ear cleaning service. This is very handy for early identification of any problems or issues your dog may be facing, so you can act on it before it becomes a costly problem. It's £5 to have the nails clipped and £5 to have ears cleaned, or £8 if you want to have both done at the same time.



## Interesting fact...!

Happy Dogs Daycare has 2 separate indoor arenas measuring 221 m<sup>2</sup> and 235 m<sup>2</sup>, along with 2 outside play areas measuring 186 m<sup>2</sup>. Even when we are fully booked this combined space is more than double the space required per dog set by the Animal Welfare Act. Just one more reason why your beloved



## Meet the Boss.... Adam

Co-founder and Director who does his best to drive Paul crazy; we all think he is doing a great job at that so far! Adam studied at Bangor University leaving with a joint Degree in Marine Biology & Oceanography with Honours. A lover of all animals, in particular dogs & cats and more recently hedgehogs, Adam has a close affinity to squirrels, since being bitten by one he was rescuing from a pack of wild cockapoos.

**Hobbies & Interests:** *Trading in Bronze dive watches, with a network right around the globe; Gym, mountain biking and competitive swimming.*

**Achievements:** *Swimming: represents Chadderton ASC. PB 25m length 13 sec, PB 50m 30 sec. Came 2<sup>nd</sup> in the UK 2023 British Long distance swim challenge, swimming 3,575m in one hour – winning a silver medal. Currently learning to scuba dive with his daughter Lillia.*

**Favourite cuisine:** *Indian. For dessert it has to be rhubarb crumble made with his home grown rhubarb. Oh and Terry's Chocolate Orange.. hint hint*

**Favourite films:** *Goonies, Shawshank Redemption, Time Bandits.*

**Pet hates:** *Sprouts (little pockets of pure evil) and rude people (in that order).*

**Preferred end of the world scenario:** *Zombie apocalypse.*

**Favourite thing about Happy Dogs:** *The dogs of course... I feel their love each and every morning!*

