

Welcome to Happy Pets Doggy Day Care Centre

Thank you for choosing to use our fantastic Doggy Day Care Service. We hope we've been able to



answer all of your questions on your initial consultation, but if you do think of anything else please do not hesitate to let us know. Your dog will enjoy lots of fun in the centre with plenty of stimulation, making new friends and lots to do including

Agility; not forgetting an hours walk (providing your pooch is old enough). Our walks are more for fresh air than exercise due to the amount of fun happening in the centre, so we generally do not let the dog/s off the lead unless we have your permission and are

extremely confident in your dog and they trust us 100%.



We always prefer to sort out a trial morning/afternoon/day so that we can ensure our services suit your dog/s, but it's not essential. When you

drop-off for the trial/first day, we do not provide the option to stay and watch - basically this makes all



the other dogs go nuts that they've got someone else to say hello too and doesn't create the experience we want too for your pooch for their first time with us. We'll update you throughout the time your pooch is with us.

We are open between 730am and 6pm Monday to Friday. We ask that on the first session your pooch arrives between 730am and 9am when the centre is at its calmest.

Please ensure that you read through and fill out our paperwork carefully and read

through our terms and conditions and sign. Please

bring your dog/s vaccination card with them to their first

appointment so we can take a copy. We do require the kennel cough vaccine, so if your pooch



hasn't had this done we highly recommend it is sorted out as soon as possible (your pooch can still come to day care in the mean time). Most vets offer it free in their monthly subscriptions.

Monthly Fee

To contribute to high running costs of the centre and vehicle as well as an increase in licensing fees and demand decrease during school holidays, we charge a **£10** monthly fee to use Happy Pets Doggy Day Care Centre. Included in this is:

- 24/7 access to our online booking system
- A guaranteed YES to any day care session booking you wish to make, even if last minute.
 - Waiver 1 late notice cancellation fee
- A free Nail Clipping every 2 months (must be booked online at www.bit.ly/hpgroom)
- 10% off our Grooming Services & £5 off pamper sessions.



We require the payment to be made on the 1st of every month, either by standing order or on our online payment system, please ensure your card is saved on file and we will charge it automatically - you will receive an invoice for this shortly after starting with us. As long as there is a future session booked with us, then the monthly fee will be payable.

Once you hand the paperwork back to us, we will use the email address to sign you up to our online

booking system. This is the easiest way to manage, add and cancel Doggy Day Care sessions. You will receive an email with your dedicated username and password. Once you've received this, you can login at

www.happypetsdogcare.petssl.com



You can contact us anytime via our main landline number on 01752 922016 or our mobile number 07493446801. You can also text the mobile number with any queries or to book in etc.

For regular day care payments wise, we use your email address and send invoices out on a weekly basis, so on a Thursday you'll receive an invoice for the current week. It is very important that you pay the invoice as soon as possible. You can pay via card on the invoice and even save it on file so we can automatically charge it - saves you remembering! Be sure to let us



know if you are happy for this to happen. We accept card, bank transfer and cash.

The best way to keep up to date with our latest photos is via our social media:

Facebook: <https://www.facebook.com/happypetsdaycare/>

Instagram: @happypetsdogdaycare

As a Doggy Day Care customer paying the monthly fee, you also receive exclusive discounts off our fantastic Grooming Salon. We can bath, brush and blowdry your pooch whilst at Doggy Day Care for just £15. It's very important to regularly maintain your dog/s coat and skin. We also Full Grooming, which you'll save 10%.



We also offer 'A Year of Pamper Sessions' which is just £100. Your dog can enjoy a bath, brush and blowdry every 3 weeks for a year! This is a saving of £246.