

It has now been 3 years since we arrived at Springgrove Kennels and Cattery and what an exiting and busy 3 years it has been. My biggest objective was to offer the absolute best service and care I could for you and your precious companions, one where you could leave your pets knowing they would be cared for with love and patience and where each pet can be cared for and understood as an individual and I hope that I have achieved this goal and I will continue to strive to improve our service.

We find it hard to look back and remember the rundown tired kennels with limited exercise areas, bedding and old food bowls and no staff, so thought we would share some of the changes with you.

- Re insulated all the outside kennels and runs
- Covered the outside kennels with a roofing system in winter to keep them as warm as possible but which can be removed in summer to ensure kennels are as cool as possible
- Introduced music in both large and small dog areas
- Repainted everything in our theme colours of yellow and blue
- Introduced a website and online booking system www.springgrovepets.com
- Introduced our popular Facebook page where you can see what your precious babies are up to whilst you are on holiday.
- Created a large exercise area in our back paddock with toys and structures for play and rest
- Electronic time-controlled gates
- Don't forget our fantastic 6 by 5 metre paddling pool which our bigger dogs absolutely adore.
- A team of 4 very special animal crazy staff who are happy to upskill and attend training courses
- All staff subscribe to an online dog trainer programme and study dog behaviours and ways to support various challenges they encounter such as fear aggression, lack of socialisation skills and aggression.
- All staff have current animal first aid certificates and Whitney and Sophie have recently completed a course on How dogs Learn, communicate and play. Billy and I will follow shortly.
- Doggy Bath system like the one at Animates, and a Commercial washing machine and dryer



What have we got planned for the next few years?

We absolutely love what we do and we are certainly here for the long term so I would like to share some of my dreams with you.

Our short-term goal for 2019 is implementing a new cloud-based booking system which will be more interactive with our clients and have lots of fancy bells and whistles with the benefit of making life easier for both our clients and ourselves. We are looking at implementation around 1 March.

Our medium-term goal is looking at a total rebuild of the kennels in the large back paddock with a much more functional layout and the ability to introduce a heat pump and air conditioning system as well as quarantine units, a kitchen, laundry and bath room. This will obviously depend on costs but it something that I feel very passionate about. We would continue using the current facilities until the new ones can be commissioned so there should be very little disruption.

Our longer-term goal is linked to the new facilities and dependent on implementation of these facilities as well as resource consent. We would like to convert the current facility into a day care facility for small to medium dogs.

We have also taken the opportunity to revise our prices and for many clients there will be no change at all, but we have made a differentiation between toy dogs and small dogs as it was becoming confusing.

We have also increased the large breed dog prices as this group requires the most property maintenance as many can dig, damage fencing and bedding and require significantly more exercise and supervision.

Intact Males and Females

We are not a kennel that have dogs housed in their enclosures with minimal contact with other dogs and exercised on an individual basis. Our philosophy is that the dogs come here for a holiday and a fun time so we have the dogs out swimming and playing for up to 6 hours a day weather permitting. **Due to the nature of our business we cannot care for entire males over 9 months old or females that are in season** as they have a significant impact on group dynamics and often result in dominant and aggressive behaviour in the group. It is often not the intact male that is aggressive or dominant, but they seem to trigger unwanted behaviour in the group.

NEW PRICES (Effective 1 March 2019)

TOY DOGS		\$18
SMALL TO MEDIUM DOGS		\$20
LARGE DOGS		\$22
X LARGE BREEDS		By Negotiation
DAY STAY	limited regular day visits available	\$20
CATS		\$10



LOVE OUR KENNELS LOVE OUR DOGS