

NEWSLETTER – SPRINGGROVE KENNELS AND CATTERY June 2020

Welcome to all our clients and fur babies both old and new. The past few months have been extremely challenging for us all but we are so appreciative of how well we have all come through the Covid-19 challenges with so few deaths and although we still have a difficult journey ahead we are very optimistic and positive about our future and that of New Zealand.

We would like to thank everyone for all their positive comments and support, you have been amazing, and we appreciate it more than you can ever imagine. There is nothing like a smile and a positive word or two that cheers us up and gives us the energy to persevere when times are a little challenging.

There will be very few visible changes at the kennels and cattery as we welcome everyone back. We did have to cut back on staffing which is heart breaking but we know they will all be back before we know it.

We have a few exiting things that have happened over the last few months, so here goes.

Upgraded Booking system

Our booking system has been upgraded and we have many exiting new features.

You are now able to view and/or change most of your details including your password, vaccination info and much more. It is all very intuitive but if you get stuck you can always give us a ring and we can guide you. If you do not enjoy using the computer you can still send us a text, email or give us a call.

In some cases, you will still require verification that the changes have been made such as a cancellation and we hope to action all requests within 24 hours.

Changes you can now make yourself are:

- Change Password
- Customer Profiles (add/edit)
- Pet Profiles (add/edit)
- Pet Photos (add/edit)
- Pet Vaccinations (including upload of documentation)
- Bookings (add/request change/request cancellation)
- Invoices (view)
- Payments (view)

New Building

What a journey and mission this has been but after almost a year of planning, frustration and delays our new building will be commissioned in the next week or so, we are just waiting for the floor to be sealed.

It is pretty, sunny, and warm with double glazed windows and doors, raised beds and a heat pump.

Prices are the same for now, but we may have to charge slightly more for these units later to help fund the build as well as wear the disastrous impact of Covid 19. If we do this, we will be sure to give you ample warning as well as the choice to use the new area or the existing one.

There are still a few tidy up jobs to be done such as installing access pathways to the building as the surrounding area is pretty wet and muddy but that will not prevent us from using the building for the cold winter months.

We will be adding pictures on our website and Facebook page soon.

We are not increasing the number of guests we cater for and the older kennels will be refurbished and used for our day care guests during the rest period.

Day-care

Thank you to everyone who is now using our day-care service. It has made a valuable contribution to ensure that we are able to continue caring for our precious fur bundles during these difficult times.

We will be providing this service permanently and although our numbers are capped at 10 per day, we are able to increase this if there is a demand to do so.

August Holidays

The kennels and cattery will no longer be closed during August. Our much-anticipated holiday has been cancelled due to the Covid 19 pandemic. Good news for our fur kids as it will be business as usual for us.

Nice to know

- If you try to make a booking and you cannot select a unit we are most probably fully booked. Please do check with us as sometimes we are able to do a split booking for you. We also have a cancellation list for busy periods where we can call you in case, we get a cancellation. And sometimes our system is having a wobbly.
- We always confirm bookings and cancellations by email, if you did not receive an answer from us please check your spam
- Small and large dogs are housed and exercised separately to ensure everyone is as safe as possible

Feedback

We would love your feedback on the newsletters, are they useful, are they too frequent, is there anything specific you would like to us to cover? Would you like us to archive them all on our website so you can look back at some of the older ones?

We look forward to seeing you all soon, take care, keep safe and stay healthy

