

Spring Grove Kennels and Cattery Newsletter May 21

Thankyou to everyone who attended our first open day, it was a big success, and we look forward to another one later in the year. We had lots of positive and constructive feedback and Helen and Sophie loved showing off our new building, doggy pool and play area. Granddad and I spent 4 beautiful days away and although I missed the dogs and cats, we had a great and very relaxing time.

I hope you enjoy reading the newsletter and as always feel free to provide feedback as we are here to provide the best service, we can for our special guests.

Choosing the right Kennel Accommodation for your dog

When we are fully booked, we are often asked if we can recommend another boarding facility and its always an extremely hard question to answer so I thought this would be helpful. The local facilities are all quite different and each of us have our own special skills. Some socialise and some don't, some exercise in groups, some exercise individually, some exercise at an additional charge. Some have outdoor units only, others have indoor and outdoor, some have heating, and some do not. If I were choosing somewhere for one of my pets, I would consider the following.

Ring the facility and ask as many questions as you can about things that are important to you, do they sleep inside or outside, do they exercise, are they exercised in groups or individually. How long are they in their rooms? If possible, go and meet the owner/ person who will care for your dog and get a feel of the environment. Take your dog with if you can and see how they interact with your pet. Going through the facilities to me is not that important as it will always be noisy as it is quite disruptive when new people enter the dog's area, but you should know immediately if it is the right environment for your pet when you meet the owner/staff and see how they respond to your pet.

- A confident outgoing dog who is well socialised and goes to a kennel environment and/or doggy day care regularly will most probably adjust easily and even if it is not quite perfect, they should bounce back quickly.
- A sensitive dog who requires quite a lot of patience, love and re assurance will require more personal attention and you would have to ensure that the environment is right for them.
- A pets' first visit to a boarding facility is extremely important as this sets your pet up for life and bad experiences can be hard to bounce back from.

The Rainbow Bridge

Sadly, we have had to say goodbye to a few more of our furry friends as they cross the rainbow bridge, and we think of them and their parents and the heartache we are all going through. Although each and every dog and cat is special to us I would like to say a special goodbye to my dearest Ozzie (Ausmeister) a gentleman who loved us unconditionally and followed me everywhere, albeit to the kitchen, the laundry, sitting in front of my office making sure no one comes in without his permission or laying on top of my feet when I was eating or watching TV, we miss you so very much dear man. I do hope that up in the clouds there is a Spring Grove Heaven where my Roo Roo and all our guests are preparing a special place for their friends when they join them, where everyone is together and pain free.

Homework for our parents

How cheeky is this? I would love to give our parents some homework. It would be awesome if you could help us

- We often find a council tag or collar in the play area which has fallen off during play time and then cannot always work out who it belongs to. It would be extremely helpful if our parents could put their pets name on the back of the tag and collar using a black vivid.
- If you use our booking system, please add your pets' current weight, and check that your contact details are still correct. If anyone is having issues with the system, please let me know and I will do my best to sort it.

Good Manners

Thank you to all our parents who are working so hard to teach the larger dogs to walk gently and not pull on their leads, we have seen a huge improvement and are immensely proud of all our guests showing off their best behaviour.

Change in fees.

With the increase in minimum wage over the last five years, (approx. 30%) compulsory employers Kiwi Saver contributions as well as higher overall cost levels for items such as food, and power we are no longer able to absorb the costs without compromising our level of care, so we are reluctantly increasing our costs from **1 July 2021**. The definition of small, medium, and large is always a little difficult so we are going to take a weight-based approach and offer a family discount for 3 or more dogs or cats. These are indicative new fees as I may change weight categories a little

Small dog up to 12 kg	\$21.00
Medium Dog 12kg to 25kg	\$23.00
Large Dog over 25kg	\$25.00
X Large Dog over 40kg	By negotiation
Day Stay	\$25.00
Cats	\$14.00

3 or more dogs or cats from the same family \$2.00 less for 2nd and every pet thereafter

Nice to know.

- Our new building has a heat pump installed and houses 15 large dogs and our small dog building has underfloor heating as well as an oil heater and houses 15 dogs as well. The outdoor kennels are all covered and insulated but will be used for our day stay guests during their rest period. From 1 June to 31 August all dogs will be housed in these 30 units to ensure they are warm and happy. If these are full we will let you know and give you the option to use one of the outdoor kennels. All our rooms big or small are big enough to fit a large lab/retriever.
- When doing an online booking, if you do not receive an email confirmation that your booking has been submitted the booking has not been submitted. If we are full there is a red pop-up message which says we are full.

What is a split Booking?

Often when the system shows we are fully booked I can make a split booking for you, *hence the red note that says we may be full but to contact us.* A split booking is when we do not have a room open for a continuous period say 5 days but there are new kennels being vacated every day, so I am able to use these vacant spots to do the booking. The dogs do not actually move either as when a new dog comes in, they just use the next vacant room. We often have cancellations to which may not yet show in the system. For our regular guests I will always try my absolute best to accommodate them.



AUSSIE



NEW KENNEL ROOM



NEW KENNEL

Someday...

Sometimes when you're feeling sad,
when all you want is me,
I softly sit and gently put
my head upon your knee.

Some nights when your heart does ache,
worn out by tears you weep,
I quietly lie beside your bed and
guard you as you sleep.

Somewhere far beyond this place,
a land where all run free,
I'm calmly watching over you
and waiting patiently.

Someday when the time is right,
your voice will call to me,
and I'll come running like the wind,
Someday...wait and see.

