

# NEWSLETTER

## Price Increase - It's Pawsitively Necessary!

In the almost 3 years we have been open, we have not increased our prices. In fact, in April we decreased our weekend rates! It has come time though that we do a very small price increase. This small price increase will allow us to increase our employee's pay and continue to run the great daycare you have come to know and love! Our weekday daycare rate will increase by \$1 per dog to \$18 for a single dog and \$32 for a 2 dog family. That's only a 6% increase! Weekend daycare rates will increase by \$1 per dog as well, to \$13 for a single dog and \$22 for a 2 dog family. That's only an 8% increase! Our overnight rate will stay the same at \$10 per kennel. Package rates will reflect these small increases. The increase will be in effect on August 1st - beat the rates and buy a package now at the current rates!

### Outdoor Playgroups - A howlin' good time!

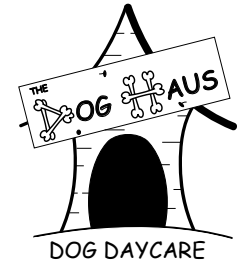
We have had two outdoor play groups at local dog parks - Token Creek and Sycamore. Both playgroups were on a Saturday morning, and we had a great turn out of our customers! This gave our customers a chance to talk with each other and with us in a fun relaxed environment, and the dogs were able to play with dogs they already knew and loved.

People attending the dog park who weren't already a customer of ours enjoyed talking to current customers and were able to get more information about bringing their dog to daycare. All around, these play groups are a great time! We will post the next date, time, and location on the white board in the lobby. If you have any suggestions for locations, day of the week, or time, please let a caretaker know!

### Late Pick-up Policy - Oops!

We would like to take a moment to let everyone know what happens if you get stuck at work, or miscommunicate with your partner, and your dog ends up staying at The Dog Haus! If you call to let us know that you are running late, you have a choice at that point to pay the late fee until you arrive (\$5 between 6:31 and 6:35pm, then \$1 a minute after that) or have your dog spend the night (pay \$10 overnight fee and a day of daycare for the following day regardless of what time you pick up). If you don't have a chance to call and let us know you are late, at 6:35pm we put your dog in a comfortable cozy kennel with a blanket and some treats and/or dinner and you can pick your dog up the next day (pay \$5 late pick up fee, \$10 overnight fee, and a day of daycare for the following day regardless of what time you pick up). Please do not expect to pick your dog up after 6:35pm unless you have had prior approval from a caretaker. You will be

able to pick your dog up until the next day. We are open 7 days a week (except for a few holidays), so you will always have this option.



### Cancellation Policy - Bark at us!

As we get into the months where everyone is taking vacations, please remember to let us know if you need to cancel a daycare reservation. Our cancellation policy is 24 hours - we ask that you let us know no later than close of business the night before if your dog is not going to be attending daycare the next day. The earlier you let us know, the better chance we have of allowing a dog on the wait-list to come in your place. If you do not meet the 24 hour cancellation notice, you will be charged a day of daycare. If you are canceling a boarding reservation and you do not meet the 24 hour cancellation notice, you may be charged for your entire boarding stay.

## THE DOG DAYS OF SUMMER

A couple of great ways to keep your dog cool in the summer is to avoid the hottest times of day when you are going to the dog park or on long walks, make cool dog treats by mixing chicken broth and water and freezing the mixture in tupperware or ice cube trays (these make a great outdoor activity!), use a cool moist towel to rub down belly and inside of legs, and keep plenty of cool (but not ice cold) water available for drinking. Did you know that anyone can take a Pet CPR class through the American Red Cross to learn about signs of overheating as well as how to handle many other pet traumas? Visit the local American Red Cross web page at [http://arcbadger.org/index.php?pr=Community\\_Classes](http://arcbadger.org/index.php?pr=Community_Classes) to learn when the next class is!