



## THIS IS OUR 20TH ANNIVERSARY YEAR!

I want to say Thank you to all of our wonderful clients. Some of you have been with us since I started in 1991. I always enjoy talking with you when I see you. I want to say welcome to our newer clients also, I am so happy you could finally get in! When I introduce myself, you have such wonderful things to say about Happy Tails. Thank you for noticing the great staff and the beautiful changes we have made. I hope you can see and feel that we take great pride in our work. Please do not hesitate to call me if you have any questions or concerns. I am here, 20 years later just as committed as I was on day 1, to creating The Best Pet Care Facility available. Happy Tails to you!!

## WHAT IS THE FUTURE OF HAPPY TAILS? INVESTORS NEEDED!

There is a housing project of 900 homes across the street and the road project planned for the near future. We lease this location and our lease could potentially come to an end as soon as next year. The most we can count on is 3-5 years. We have a perfect new location but need investors to help secure this permanent home for Happy Tails. We have always known that finding a great central location is going to be difficult but the cost of land in SLO could crush our dreams. If you are interested in investing please Diann at Happy Tails as soon as possible.

## KENNELS THEN AND NOW...

Looking back 20 years it is amazing how the standards for pet care have changed. It was common that kennels did not let dogs play and most didn't even let them out of their enclosure. Thankfully those kennels are long gone. You want your dogs to play and have fun. Understandably, there are risks involved. We will be providing a socialization questionnaire in the near future so you can choose the best play options for you and your dog.

Another way kennels have changed is in the quality of staff and the time necessary for them to do an exceptional job. We take hiring and training very seriously. It takes 350 hours a week to run Happy Tails and we are very proud of all of our smart and hard working animal loving staff. They are the backbone of Happy Tails. Some of our long time employees deserve special recognition. Michelle manages the care of the dogs and also the 9 wonderful employees that you don't usually get to meet. She has been here for 10 years!! Her first priority is the comfort of the dogs and that they are safe and having fun. Shannon, our office manager, has been here 6 years! She is the ultimate animal lover! Along with her husband Paul, they live here and tuck everyone in at night. She is my right hand woman and I could not manage without her. The 3 of us make sure we have a thoroughly trained staff that can handle any situation. Mara has been in the office greeting you for 4 years now. She is always here rain or shine with a smile on her face. We can always count on her and love her high energy.

Last but not least, today's kennels are really more of a resort getaway for your pets. We have several handymen working non-stop on improvements to our facility. If you have not had a tour in a while we would be very proud to give you one.

There are many aspects and challenges of running a great pet care facility today. It is a very rewarding profession and I am very grateful to have been one of the many pioneers in this industry.

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## CANINE FLU OR H3N8—IS IT HERE YET?

Dog flu, often misdiagnosed as kennel cough, is a contagious respiratory disease in dogs caused by a specific Type A influenza virus referred to as a "canine influenza virus". The symptoms of this illness in dogs are cough, runny nose and fever. Most important is that a small portion of usually older dogs can develop pneumonia, which can be fatal. A vaccine has been developed which may lessen the coughing and severity but it will not prevent your dog from contracting the infection. For more info see [www.cdc.gov/flu/canine](http://www.cdc.gov/flu/canine) or talk to your veterinarian.

Please let us know if your pet becomes ill upon returning home. Just like children in school, pets come into contact with many infections. We want to be sure to catch even small outbreaks so we can keep other clients informed.

## NO NEW CLIENTS:

We want you to have the best chance of booking your vacations with us so we will not be taking new clients until January 2012. Our website always has current information. [www.happytailskennel.net](http://www.happytailskennel.net)

## PRICE INCREASE - EFFECTIVE JUNE 1ST 2011 SEE NEW PRICE SHEET

We have been holding off on a much needed price increase for the past several years. Expenses have continued to increase for us however and we must increase our rates slightly. We are dedicated to providing great service to you and on continuing improvements to our facility for your pet's comfort and happiness.

## A NOTE ABOUT OUR WAIT LIST:

Understandably, it can be frustrating to be put on a wait list. We wish we could take everyone but have a limited number of beds. We will call you as soon as possible when we get an opening. As always there are no fees for cancelling and in fact we thank you for calling as soon as you can so we can accommodate those who are waiting. Thanks for your patience!

## SUMMER TIME:

We are booking up and have started a waitlist for some weekends so please get your reservations in!

## OUR BUSY SEASON IS HERE SOON...

We cherish our clients; both 2 and 4 legged and want you both to enjoy your vacations with minimal stress. We absolutely do not want to lose your business but in good faith must recommend you take time soon to visit other facilities in our area. You should know what is available so you have a backup plan if we are full. Please call if we can help you, I have personally visited each one and I know you have some good options. Have a great summer everyone!!!

## HOLIDAYS:

We only have 45 beds and 3000 clients for these very busy few weeks and therefore are already on a wait list. Several beds are already booked and several are reserved for our monthly daycare clients. To further complicate matters we must have an idea of the weather before we can fill to capacity. Please be assured we will accommodate as many pets as possible without compromising their comfort and care.

*\*\*Daycare clients, please confirm your holiday plans by the end of September so we can start calling our wait list around October 1st.*

PRICE LIST {EFFECTIVE 6-1-11}

**Dog Boarding** *We are going up \$3 day.*

Total # of nights during stay	Fri or Sat Night Only	1-6 Days	7-13 Days	14 + Days	Monthly Rate
1 dog/kennel	31	27	23	21	600
2 dogs/kennel	37	33	29	27	690
3 dogs/kennel	43	39	36	34	780

**Cat Boarding** *We are going up \$2/day.*

# Cats Per Condo	1-13 Days	14+ Days	Monthly Rate
1	16	14	390
2	21	19	510
3	26	24	630

- Senior Discount (for people 55 and over)
- \$2/day if boarding dogs ~
- \$1/day if boarding Cats and Doggie Daycare
- Holiday Rates – our normal rate plus the following:
- Summer 2011 +\$5 dogs and +\$2 cats
- Holidays 2011 +\$12 dogs and +\$6 cats
- Easter 2012 +\$12 dogs and +\$6 cats
- Summer 2012 +\$7 dogs and +\$3 cats
- *Dates to be announced*

**Doggie Daycare** *We are going up \$2/day or \$20/month.*

# Dogs	Daily	Monthly	Single Use
1	19	260	30
2	23	320	34
3	27	380	38

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