



How to help us keep your dogs happy and stress free at Hairy Hounds Playground!!

Drop off and collection of your dog:

Due to the increased number of dogs at Hairy Hounds Playground, please be patient when dropping off and collecting your dog(s). When you arrive please always come in the main gate and into the building with your dog on a lead and do not release it from its lead, especially if there are multiple dogs in the reception area. If there is no staff member there please ring the bell located on the front counter and someone will come out to meet you. To ensure a relaxed environment, we ask you to pass your dog on the lead to our staff and not to have any more interaction with your dog, please don't talk to it or make eye contact with it. In this way, our attendants will take your dog in a relaxed fashion to the play area, where the leash will be removed and your dog allowed to play.

Why? It is our job to ensure the dogs have a happy and stress free day here at Hairy Hounds. When the dogs arrive we need to keep them calm and reduce any anxiety. You and your dog's stress levels will greatly benefit, and so will all of the other dogs in our care!

The gate to the outside area is now kept locked and only staff members can access the dog enclosures. Please always wait at the reception desk when you arrive and ring the bell if no one is around.

Why? When the dogs see or hear other people it increases their anxiety levels and causes excitement which in turn can cause stressed and unwanted behaviour in the dogs.

When you arrive to collect your dog, please wait at the reception desk and ring the bell if no one is there. There is a waiting area where you can look at dog magazines and photos. We will bring your dog to you on the leash and we ask that you walk your dog to the car without any fuss or excitement.

Why? Again this minimises any stress on your dog and the other dogs that stay behind.

Please ensure your dog comes to Hairy Hounds with an adjustable collar on (not a correction chain) and that it is fitted correctly. You should only be able to fit two fingers underneath the collar; if you can fit any more the collar is too loose.

Why? This will ensure that the collar cannot come off at any time. It will also ensure less damage to the collar as when playing it will give other dogs less opportunity to chew it.

Feeding recommendation:

If you feed your dog only at night please consider either feeding them in the morning or splitting their meal to twice a day. We recommend Hills Science Diet dry food as it is nutritionally balanced and cost effective. We are happy to give our day care pass holders a 5% discount on any Hills Science diet food so please discuss any dietary requirements with our staff. Hill's offer a 100% money back guarantee if your dog does not like the food, so you have nothing to lose by trying it.

Why? How would you feel if you did not have any breakfast and it came to eleven o'clock? Tense, hungry and maybe irritable? Dogs have a similar approach to these things. When a dog is hungry, it will get into mischief and become irritable with others. This is often when play may result in over-reaction.

Grooming clients and Day Care:

Whilst we are keen for your dog to try all our facilities, some dogs that come for grooming may well not be suited for a day care environment. It will be at the sole discretion of the Hairy Hounds staff to determine if a dog can be accommodated in day care when brought in for grooming.

Is my dog suited for Day Care?

Not all dogs are happy to be surrounded by other - sometimes bigger, younger, or even more boisterous dogs. Dogs can be sensitive like humans and neither you nor your dog gains anything from a 'not so happy day'. So talk to our experienced staff and discuss any behavioural needs your dog may have and wherever possible we will do all we can to make the stay enjoyable for all. At the sole discretion of the Hairy Hounds staff dogs that show unacceptable behaviour towards other dogs may be confined to a separate pen - for their safety and comfort and that of others.

To make the drop off and collection of your dog quicker, you can purchase a 10 or 20 visit day care pass so you don't have to pay each time you visit Hairy Hounds. All day care pass holders receive discounts on grooming and Hill's Science Diet dog food, plus the cost per visit is reduced.

This advice has been given to us by a professional dog trainer who has spent considerable time here at Hairy Hounds observing the dogs, the staff and the way the business operates. These suggestions will help us improve our service to you! Thank you for your co-operation!!