



# INFORMATION

# BOOKLET

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## **HAPPY TAILS MONROE**

2004 Roselawn Avenue

Monroe, LA 71201

Office:(318)330-9777

Fax:(318)600-4920

## **HAPPY TAILS WEST**

105 Blanchard Street

West Monroe, LA 71291

Office:(318)512-4350

Fax:(318)512-4358

## Store Hours

**PLEASE NOTE: A late charge of \$1.00 per minute will be applied to bill up to 15 minutes after closing time. After 15 minutes, we will board pet(s) overnight.**

### Regular Hours:

*Monday-Saturday*

7:30am-6:00pm

*Sunday*

Open 3:00pm-5:00pm by Appointment only

### Holiday Hours:

*Christmas Eve*

*Open 7:30am-10am by Appointment only*

### **CLOSED**

Easter

Thanksgiving

Christmas Day

New Year's Day

Memorial Day

Independence Day

Labor Day

*Close at 4pm annually*

Local Mardi Gras Parade Day

\*Please keep in mind during our Holiday shifts and Sunday shifts when we are "open" it is the only time our office is open to the public. During the day there are team members caring for pets.

## About Us

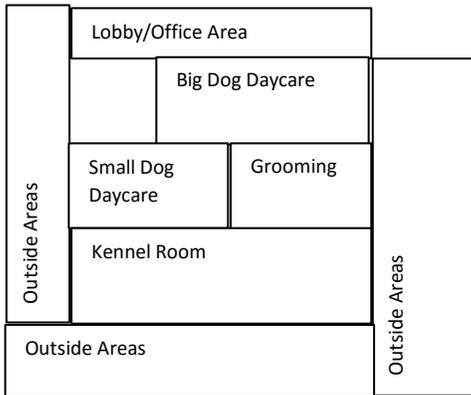
Happy Tails is a doggie daycare, boarding, and grooming facility. Our local family owned business started in 2011. We now have expanded to having a location in Monroe and West Monroe!

Happy Tails staff is very loving and affectionate towards all the animals that come in our facility. We make sure all the dogs are cared for properly and given the right treatment. Pets that attend Happy Tails are treated like they are our own. Happy Tails groomers are experienced and dedicated to their work and making our clients happy. We do so by making sure of what services you want every time you come in, and completing courtesy calls after each grooming service.

Be sure to "like us" on Facebook for daycare updates and photos!

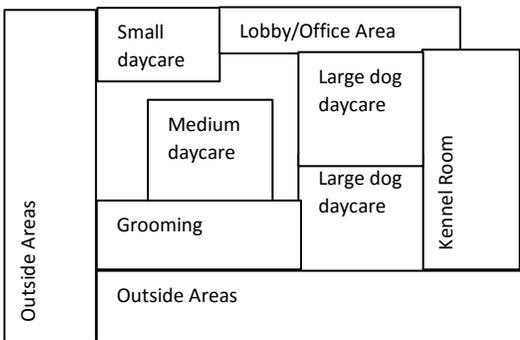
# Our Facility

## *Happy Tails Monroe*



We have two daycare areas and four outside areas. Our boarding kennels are 4'x6' and some 6'x10', indoors, and climate controlled. We also have a large grooming area for pampering pups! The fencing around the outside perimeter is privacy fenced with cyclone fencing for extra security.

## *Happy Tails West Monroe*



This facility was established in May of 2014. Our West Monroe location is larger than our Monroe so we are able to make four daycare areas and four outside areas! There is a large grooming room located in the back for pampering pups! The kennel room is climate controlled and kennels are 4'x6' or 6'x10'! The fencing around this location is also privacy fenced with cyclone fencing for extra security.

\*Please remember upon entering happy tails, for your pet's health and safety ,we will require that pets be crated or leashed and have a **current copy of their vaccinations** with them if not faxed or emailed ahead of time! :)\*

# Price Sheet

## (Boarding & Daycare)

### ***Doggie Daycare***

Dogs under 30lbs-\$13.00      \$65.00 for 6 days (two week expiration)

Dogs over 30lbs- \$15.00      \$75.00 for 6 days (two week expiration)

### ***Boarding: (Prices effective as of March 1, 2017)***

Dogs under 30lbs - \$20.00 a night

Dogs 30-100lbs - \$25.00 a night

Dogs over 100lbs - \$30.00 a night

Cats-\$11.00

## (Grooming)

Please note prices given are only guidelines. We must see your pet in person to give a quote :)

### ***Full Grooming***

***(small dogs start at \$40.00)***

***(large dogs start at \$60.00)***

- Full doggie haircut
- Bath with a relaxing massage
- Blow-dry
- Anal Glands Expressed
- Ears Cleaned and Plucked
- Nails Trimmed and Filed
- Dental Cleanser Applied
- Bows/Bandanna/Cologne

### ***Maintenance Grooming***

***(small dogs start at \$30.00)***

***(large dogs start at \$45.00)***

- Bath with a relaxing massage
- Blow-dry
- Anal Glands Expressed
- Ears Cleaned and Plucked
- Nails Trimmed and Filed
- Dental Cleanser Applied
- Sanitary Clip (feet, face, fanny)
- Bows/Bandanna/Cologne

### ***Services Bought Separately***

Baths *start at* \$20.00(small), \$25.00(large), \$30.00 (XL)

Blueberry Facial: \$5.00 (aids with facial stains and SMELLS GREAT!)

Brush out *starts at* \$5.00

Anal Glands Expressed: \$7.00

Nail clipped only: \$5.00

Nails grinded: \$10.00

Hair color *starts at* \$5.00 (rates vary)

Furminator *add on* normally ranges between \$10.00- \$25.00

Nails Painted: \$5.00

Teeth Brush: \$5.00

Ears Cleaned and Plucked: \$3.00 - \$10.00(varies on severity of ears)

Face Trim: prices vary

\*Please keep in mind that coat condition, length, and thickness will affect bath and groom prices as well.

## Punch Cards

We offer discount punch cards for all our customers. A customer can get one punch per paid transaction. Once ten punches have been made, the customer then receives either one free day of daycare OR 50% off of a grooming service. Since daycare packages are already discounted, the card does not apply for daily daycare visits if a package is being used. Please ask our staff for a card when you check your pet out.

## Daycare Packages

We offer daycare packages at a discounted rate. For under 30lbs, you can purchase a 6 day package for \$65, and for over 30lbs, you can purchase a 6 day package for \$75. This is where you pay for 5 days in advance and in return get the 6<sup>th</sup> day free. Package days have to be used in two weeks of the purchase date before the package expires. If you have a punch card, you will only get a punch for each paid transaction.

## Doggie Daycare

Doggie Daycare is supervised group play during the day. This is where a dog can be a dog! Doggie Daycare has many benefits for both pet and owner. We strive to always maintain a fun, clean, safe, and social environment for your pet to enjoy! The only thing we ask is that parents be aware that there are risks involved with your pet interacting with other pets in a group setting. These include but are not limited to scrapes, cuts, bites, and viral and bacterial infections, just like our children playing at school! **PLEASE NOTE: A late charge of \$1.00 per minute will be applied to bill up to 15 minutes after closing time. After 15 minutes, we will board pet(s) overnight.**

### ***Why Doggie Daycare?***

Doggie Daycare is an excellent alternative to staying home alone while family goes to work or school. At Doggie Daycare your dog will have the opportunity to play and socialize with other dogs. As a result, your dog will be more comfortable around other dogs and people. Activity level at Doggie Daycare will also eliminate “boredom behavior” such as chewing and barking. After a day at Doggie Daycare most dogs are happy to settle in and snooze through the night. This is also a great add on to our boarding package!

### ***Dogs that will benefit from Doggie Daycare:***

- High energy
- Lonely
- Overweight
- Separation anxiety
- Destructive, especially when home alone
- Needing to release energy, be social, and have fun!

### ***What does a dog do at daycare?***

Dogs are allowed to be dogs! They can explore the various playground toys, bounce around with their buddies, or maybe take a dip in one of our swimming pools on Wet Dog Wednesday during the warmer weather. The staff is always supervising each daycare and handing out belly rubs, playing fetch, and interacting with your pet! Pets have the opportunity to go outside to potty at least once an hour. We discourage behaviors such as rough and unsafe play. We can also give medications, lunch, and naps (if you choose to send one or upon request).

### ***Where will my dog play?***

We have indoor and outdoor play areas. The dog's size, temperament, and activity level determines which daycare group your pet will be placed in. All daycare areas have a large indoor area that is climate controlled. They also have a large outside area with agility equipment, toys to play on, and swimming pools every Wednesday during the warmer months. Fresh water is available in each outside and inside area. There is also plenty of shade in our outside areas.

### ***What should I bring?***

Your pet will need a snap on collar that is labeled for easy removal and faster application. All pets must have a leash and be leashed upon entrance to ensure safety. If you are new or have visited the vet since your last visit, you will need to bring in an updated copy of your **pet's vaccination record** for us to keep on file. We can also give medications and lunch (if you choose to send one or upon request).

## **Requirements for Daycare**

### ***Dogs must be current on all vaccines***

- Rabies, Bordetella, and DHLPP (7-1) are the vaccinations that we require.
- We strongly recommend requesting the **six month bordetella vaccine** at your local veterinarian's office
- It is the owner's responsibility to make sure we have their pet's current vet records on file (Most local vets have our fax number on file to fax any information required) or you can simply **bring in a copy of your receipt** after leaving your vaccination appointments. Please note: if your pet comes in without a current copy of vaccinations, they will not be allowed to play!
- Pets must appear to be in good health
- We do NOT accept any home vaccinations. All vaccinations must be done by a licensed veterinarian.
- Be current on flea and tick preventative, no flea collars please. All collars are removed during play to ensure your pet's safety.

### ***Dogs must be 4 months of age or older***

- Puppies get their last round of booster shots (DHLPP also known as 7-1) and their rabies at 4 months of age.

### ***Dogs 6 months and over must be spayed or neutered***

- Your pet can participate in daycare from ages 4 months to 6 months until they are eligible to be spayed/neutered.
- No exceptions please, we require for pets to be fixed by this time for more than one reason and ask that all owners cooperate with this requirement.

### ***All dogs must pass a temperament test to participate in daycare***

- A temperament test is where we introduce a new dog to a couple of very neutral, friendly, and easy going dogs to test the new dog's attitude and temperament towards other dogs.
- There is no charge for our temperament test
- We prefer to do temperament tests early in the mornings and by appointment. Usually between 9-11 am. This way the new dog can get slowly introduced to our regular daycare dogs as they trickle in. This keeps them from feeling very overwhelmed their first day here.

- A temperament test takes about 2 to 3 hours to allow the new dog to get comfortable and a little more relaxed in the new environment.
- We do not do temperament test with owners in sight for your pets benefit. We find that they do MUCH better with Mom and Dad out of sight.
- If a dog that has passed the temperament test begins showing signs of aggression (territorial or dominance), they will be immediately and permanently removed from daycare to ensure the safety of our daycare dogs and staff members.

## BOARDING

### ***Our Kennel Room:***

- All kennels are indoors with air conditioning and heat.
- Small kennels are 4'x6' and large 6'x10'.
- All kennels are cyclone fenced with tile flooring.

### ***Boarding Options***

- **Boarding with Doggie Daycare:**
  - Where your pet is out during the day playing with other pets of appropriate size and temperament and only kenneled at night or during feeding
- **Boarding only:**
  - Where your pet is kenneled during the day but is let out by themselves every hour and a half to two hours for 15 minutes in a large area where they can run and play

### ***Drop-off and Pick-up:***

- **drop off** anytime between 7:30am and 5:30pm Monday – Saturday, and on Sunday between 3:00pm and 5:00pm by appointment only.
- **pick up** anytime between 7:30am and 6:00pm Monday – Saturday, and on Sunday between 3:00pm and 5:00pm by appointment only.
  - **PLEASE NOTE: A late charge of \$1.00 per minute will be applied to bill up to 15 minutes after closing time. After 15 minutes, we will board pet(s) overnight.**

### ***How to sign up to board?***

- All boarding is done by reservation only. We ask that you call as far in advance as possible to insure your spot.
- All pets must be current on vaccinations (Rabies, Bordetella, and 7 in 1 (DHLPP))
- Pets do not have to be spayed or neutered to board but are required to be “fixed” to participate in the daycare.
- There is a Happy Tails New Client Packet to fill out during first drop-off with your contact information and a little information about your pet.
- All pets must be current on a flea prevention program

### ***What do I need to bring?***

- We recommend bringing your pet’s regular diet with them for their stay to keep from having any upset bellies! If you do not provide your pets own special diet, we will feed “Pedigree Complete Adult” during their stay.

- If you choose to pre-measure your food in individual bags we ask that you send 1-2 extra servings in case of any accidental spills or setbacks while traveling. Feel free to bring the bag and we will measure as we go!
- We prefer to supply our own stainless steel bowls, as we wash daily.
- Beds, treats, and toys are fine to bring to make your pet feel more “at home.” We may not put items in kennels that we find to be any sort of choking hazard, such as, certain rawhide chews or small toys.
- Medications- Please be sure to include detailed instructions along with medications. We do not charge extra for medication administration, however, we do ask that if your pet has more than two medications to please send them in a pill organizer to save our staff time during administrations. Remember to send extra doses in case of accidental spills or setbacks in traveling.
- Labeled snap style collar and leash

## GROOMING

Happy Tails is also a full service grooming salon. Our salon is open Monday – Saturday. We groom and bathe all breeds of dogs. We groom by appointment only, so we can have special time with your pet and get them in and out quickly. Grooming appointments usually last two to three hours. They do not have to stay all day to get groomed. However, if you would like us to keep them for the day, there is no additional charge unless daycare is requested. All pets being groomed always have water available and get to go outside often.

- All pets must be current on vaccinations (Rabies, Bordetella, 7 in 1(DHPP))
- All pets must be current in a flea prevention program
- Our grooming is done by appointment ONLY
- Any appointment over 15 minutes late will need to be rescheduled
- We require a 24 hour notice of cancelation
- If your pet shows signs of aggression or is overly anxious, your groomer may request a mild sedative from your veterinarian for your pet’s benefit and groomer’s safety. If a sedative is requested by your groomer, upon the next visit, your pet should have been administered their sedative before arriving for their scheduled appointment time. We will administer sedative only if you are dropping off a few hours before your appointment time. *Please consult your veterinarian regarding the time it takes for the sedative to begin to work, and what options will be best for your pet(s).*
- We DO NOT use heated dryers. We use hand dryers controlled by the staff at all times and also fans.
- If pets being groomed need to stay longer than their appointment time, there is no extra charge unless daycare is requested. **PLEASE NOTE: A late charge of \$1.00 per minute will be applied to bill up to 15 minutes after closing time. After 15 minutes, we will board pet(s) overnight.**
- Pets get let out every hour while being groomed and always have plenty of water!

### ***Maintenance Grooming Pricing:***

- Small dogs start at \$30.00
- Medium/Large dogs start at \$40.00

### ***Full Grooming Pricing:***

- Small dogs start at \$40.00

- Medium dogs start at \$50.00
- Large dogs start at \$60.00

***What are some things that will make the price go up?***

- Coat length and/or thickness
  - If a pet has a long coat that you plan on keeping long, it takes extra time to brush out
  - If a pet has a thick undercoat, it takes extra time to brush and blow out
- Matting
  - The de-matting process requires extreme care and extra time whether brushing or clipping. Therefore, there will be an additional charge depending on the severity of the matting and the time it takes to complete the process. Whether shaved or brushed out, dematting charges are \$1.00 per minute during the dematting process.
- The type of cut you get such as a scissor cut or guard cut may affect the price.
  - Both of these cuts keep their coats longer and take more time to scissor in.
- Add-ons such as nails painted, teeth brushed, hair coloring, furminating
  - Nails painted \$5.00
  - Teeth brushed \$5.00
  - Hair color starts at \$5.00 (rates vary)
  - Furminator starts at \$10.00 (rates vary)
    - Furminating is the process of blowing out and brushing out the large majority of a pet's dead undercoat that is shedding.

***What can I bring or request?***

If your pet requires a certain type of shampoo such as medicated, or you prefer a certain brand, you can bring your own shampoo for us to use. If your vet requires your dog have medicated ear drops/solution after each bath, we can apply that as well. We have a variety of shampoos you can request such as: oatmeal, hypoallergenic, whitening, basic, flea, and 2 in 1(shampoo + conditioner).

***Should I tip my groomer?***

This is a common question that we receive. If you are happy with our services, yes. Groomers get paid by commission and tips only.

## Health and Wellness

### Kennel Cough:

***What is it?***

Just as human colds may be caused by many different viruses, kennel cough itself can have multiple causes. One of the most common culprits is a bacterium called Bordetella bronchisepticam-- which is why the kennel cough vaccine is often called Bordetella. Most dogs that become infected with Bordetella are infected with a virus at the same time. These viruses, which are known to make dogs more susceptible to contracting

Bordetella infection, include canine adenovirus, canine distemper virus, canine herpes virus, parainfluenza virus and canine retrovirus.

### ***How do pets contract it?***

Dogs "catch" kennel cough when they inhale bacteria or virus particles into their respiratory tract. This tract is normally lined with a coating of mucus that traps infectious particles, but there are a number of factors that can weaken this protection and make dogs prone to kennel cough infection, which results in inflammation of the larynx (voice box) and trachea (windpipe).

Kennel Cough is not "born" in the kennel. It can be caught outside of the kennel and brought in by a pet. Dogs can be exposed at the park, grooming shops, pet stores, veterinary offices, training classes, or even in your neighborhood.

### ***How can I prevent it?***

You should keep your pet up to date on all vaccinations, however, just like the flu shot in humans, the bordetella vaccine **cannot protect your pet from all strands** of the virus. We recommend, and some vets require getting a bordetella vaccine every **6 months** to help with the prevention. Please understand, just as a child is more likely to get a cold at daycare, so is your pet.

### ***What are the symptoms?***

Symptoms include coughing, sneezing, and discharge of the eyes and nose. These symptoms are also common with several different things such as seasonal allergies or allergies in general.

### ***If you notice symptoms.....***

First, go to your vet and have them examine your pet. If it is kennel cough, you should then contact places that your pet could have spread the virus. Your pet should complete treatment, and then, wait two weeks after treatment is completed to return to play.

### ***PLEASE UNDERSTAND.....***

**No amount of supervision, sanitation, or personalized care by any pet care facility can prevent your pet from catching an airborne virus. We always take extra precaution to see that pets are healthy and safe.**

## Fleas and Ticks:

### ***Where does my pet get fleas and ticks?***

The answer to this question is simple. Your pet can get fleas and ticks virtually anywhere indoors or out. Pets can easily get fleas from being around other animals whether domestic, strays, or wildlife. Any animal can deposit flea or tick eggs into your own backyard. Don't overlook house guests as a potential problem either. Fleas and ticks can easily survive the transport on clothing or while feeding on your guest's pets. Of course, if you like to take your pet on walks in grassy or wooded areas, chances are you will encounter a tick.

### ***Can a flea or tick bite be dangerous to my pet's health?***

Fleas and ticks are not only an itchy nuisance. They also can cause many health problems for your pet. If a pet ingests a flea, it becomes an intestinal tapeworm. They can also be responsible for causing young pets to

contract flea anemia, a potentially fatal condition. Ticks can be even more problematic. They carry diseases such as Rocky Mountain Spotted Fever and Lyme Disease.

***Do I need to use flea and tick prevention year round?***

While both fleas and ticks can essentially live year round, they are most active in the warmer months of the year. However, veterinarians recommend treating your pet with a preventative flea and tick control year round, especially since Louisiana never really experiences a true winter. One warm day can wake up a dormant flea or tick.

***How do I prevent or treat fleas and ticks?***

There are many different brands of sprays, shampoos, collars, and topical and oral medications used to prevent fleas and ticks. The best way to figure out what is best for you and your pet is to talk to your veterinarian.

**\*\*At Happy Tails, we require that all of our guests to be on flea and tick prevention. If we have a client come in with fleas, we call the owner to inform them, and then treat the pet with a Capstar. Capstar is a flea pill that will treat the fleas on your pet as well as help keep our facility free of fleas. It is not a monthly treatment. It starts killing the fleas immediately and only prevents them for 24 hours. The use of Capstar is an additional \$10.00 charge.**