



OPEN HOUSE

Saturday, February 28th
12:00pm – 3:00pm

4112 County Route 31, Clay

JOIN US FOR THIS EXCITING EVENT!

- ***Tour* the new facility**
- ***Meet* the Team**
- ***SO MANY raffles***
- ***FREE goodie bag* ~ first 100 guests**
- ***Learn about new services***
- ***Table displays for crafts / vendors***
- ***Did we mention RAFFLES?!!***

This event is open to everyone in the community!

*****For safety, please leave the pups home*****



FAQs

❖ What are the dates again?

- February 13th - current facility closes at 6pm
- February 28th – public open house from 12pm-3pm
- March 2nd – Grand Re-opening *subject to change

❖ Can I invite others to attend the open house with me?

- Yes, this is a public open house! Admission is free, there will be free goody bags, nearly 40 raffle items plus a 50/50 drawing, you will get to walk through the entire facility and visit with various vendors set up to showcase their business/crafts. While we love spending time with all of your pups, **this event is for human clients only; please leave the pups at home.**

❖ Where exactly will you be located?

- 4112 County Route 31, Clay. It is located in the Staples Plaza across from the old mall. The plaza is right next to the 481 ramps.
- Our phone number, email address and website all remain the same.

❖ Will your business hours remain the same?

- Yes, we will be open Monday-Friday 6:30am-6:00pm. A \$15 late pick up fee applies to all dogs picked up more than 10 minutes late.
- Classes will continue to be held on Sunday mornings, and Monday / Tuesday evenings.

❖ Will my daycare package and / or grooming appointments transfer over?

- Yes, all daycare packages and scheduled grooming appointments will fully transfer over, and all rates will remain the same. The groomers will contact everyone who has an appointment scheduled during the closure, to get those appointments rescheduled.

❖ Am I able to add on daycare days?

- Yes, all current clients who requested a permanent change in days will have this request honored prior to new clients coming in. The process for last-minute requests remains the same.

❖ Will the process for daycare remain the same?

- The overall process will remain the same, it will just feel very different!
- Walk ins will not be allowed; please continue to call / email.
- Half days remain available; time frames for AM / PM will be enforced: AM = pick up before 1pm; PM = drop off between 12-1pm only
- Dogs must be on leash when entering / leaving the building.

❖ Do you think my dog will be nervous?

- New environments can make any dog nervous. We do anticipate that many of the dogs will show some level of nervousness or trepidation on their first few visits, this is normal, and our staff are trained on how to encourage the dogs until they feel a new sense of normalcy.