



**TailBanger's Pet Resort, LLC**  
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## *Spring/Summer Newsletter*



### **Investing in your loved ones Health & Safety:**



TailBanger's has installed the PetAirapy system which is designed for the pet care industry. By continually and quietly circulating the air, viruses, bacteria, mold, and other germs are killed or neutralized before they have a chance to cause or spread illness or infection. Strict EPA-approved independent laboratory testing shows that PetAirapy systems can eliminate over 99.9% of illness-causing viruses and bacteria right at the source.

We always strive to be on the cutting edge in protecting the health and safety of your dog(s). Please make sure you too invest in the vaccinations required to maintain your pups safety & well-being.



### **Vaccinations:**



### **Canine Cough:**

All over the U.S., the summer of 2019 was a very "ruff" year with dogs contracting canine cough. Canine cough is an air borne virus that can easily be spread. Just like the human flu, the Bordetella vaccination is not 100% from preventing your pup from contracting the cough.

At the November 2019 Pet Boarding and Daycare Expo, I participated in the Heroes for Healthy Pets certification program. This program was developed to help pet service professionals understand infectious diseases and detailed measures on how to effectively control the spread of infectious diseases in their facility. The program was taught by leading infectious disease expert, Dr. Michelle Evason.

**With the installation of PetAirapy, we must require each daycare & lodging guest to have the Canine Influenza Vaccination. More and more facilities (including veterinarians that provide boarding) are requiring the vaccination. Attached is information on the vaccination, signs & symptoms to watch for in your pup.**

**After you have seen your veterinarian, it is a good practice to email a copy of your updated records. If you ask, many veterinarians will email the records directly to TailBanger's.** Updated records are extremely important during a Kennel Warden inspection. If we need to call your veterinarian for updated records during an unannounced kennel warden visit, we could possibly fail our inspection. A hard copy of the records is required in each of our guest's files.



**Fecal testing** is also a requirement and can easily be overlooked when taking your dog to the vet for their annual examination. Please remember to take a stool sample when visiting your veterinarian. Most practices allow you to drop off a sample and perform the testing right at their facility. Results are normally obtained within 24-hours-48-hours.

## **New Services:**



fur friend.

**Puppy Enrichment Academy (P.E.A.):** We are overly excited to introduce this new service to our hard working and busy pet parents. Puppies need to be mentally stimulated with training, learn manners, socialize appropriately with other dogs and be well exercised. But who has the time to do all this? WE DO! While you are at work, your puppy is at school, learning, socializing, and making "furiends". Your pup is receiving training & doggie daycare, two extremely important services that provide a healthy lifestyle for your best

Puppy Enrichment Academy is designed to offer puppies from 12-weeks to 7-months the best start in life. Each day your puppy is schedule for morning and afternoon daycare and training sessions. In addition, they participate in a variety of activities suited for their age and attention span, many potty breaks and lots of attention. Check out our website for all the information you will need to enroll you puppy today.



"pawdicure" service.

**Nail Trims:** Now when your pup is here for doggie daycare or is a lodging guest, you can schedule to have their nails trimmed or dremeled. This service is ONLY AVAILABLE as an add on service during daycare or lodging. NO DROP INS PLEASE. Let us know at drop off if you want to take advantage of our new

## Operation Changes:



**Deposits Required:** The peak summer season starts May 17<sup>th</sup> and goes till September 13<sup>th</sup>. In order to help maximize availability to our clients, we now require a deposit for all reservations that are scheduled during the peak season. Don't pawcrastinate, we highly recommend you book your dog's summer pawcation early.

**Early Loding Departures:** If your travel plans change and you decide to pick up your dog(s) early, you will be charged for the remainder of their lodging reservations.

**Rate Increase Effective June 1, 2020:** November 2018 was our last increase in services. Attached is our new pricing schedule.



## Update Forms and Agreements:



During our "spring cleaning down time" we updated all of our TailBanger's information forms and agreements. We will require all pet parents to update the forms that have been revised. All agreements (lodging/daycare) have been updated as well as the contagious illness policy. For your convenience, you can now create your own TailBanger's account in our Gingr portal. Here you will be able to electically sign forms, post your pups photo, upload vaccination records and request reservations. Click the link below to access TailBanger's customer portal to create your account.

[https://tailbangerspr.gingrapp.com/front\\_end/index](https://tailbangerspr.gingrapp.com/front_end/index)

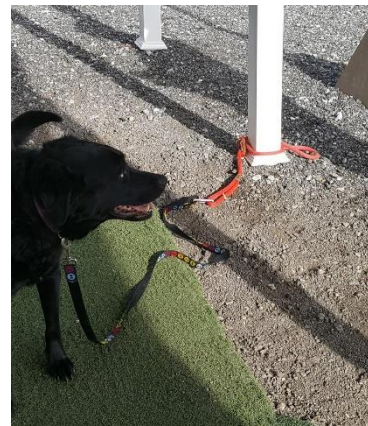
## Touchless Check In/Out:

**Daycare Drop Off & Pick Up:** The Covid-19 social distancing check in/check out seemed to create an efficient and more convenient drop off/pick up process for our daycare dogs. We will continue to utilize the outside window (first window to the left of the entrance door) at the reception area for all daycare guests.

As a reminder, **when you arrive**, please take your dog to the post to the right of the reception door. Clip your dog's leash handle onto the carabiner attached to the red slip lead (see images below). A staff member will then come to retrieve your dog. In addition to the puppy pat down station, we will be cleaning your leashes & collars immediately after they are taken off your dog.

**Upon Pick Up:** Please come to the lobby window so we know you have arrived. Our valet team will bring your dog directly to you or your car. We will accept your payment at the lobby window.

We continue to provide "touchless check out". You now have the option to keep your credit card information on file. This will eliminate the constant need to present your card at check out.



**Boarding Arrival & Departures:** Once our reception area reopens to the public, we will continue to have all boarding dogs enter through our main entrance. This will eliminate the congestion at drop off/pick up times. We will also be able to spend more time discussing your dog's needs during their lodging stay.

*Wishing you all a healthy and prosperous round two of 2020  
Barbara, Chad & The TailBanger's Team*