



Tel: 01233 822 411
Mon-Sat 9am-5pm



A-Z Animal Care News

Briefly

Opening hours

We are now open 9am to 5pm Monday to Saturday. First appointments can be made from 8.30am, and earlier by special arrangement. Evening pick-up is usually 5.30pm but again may be later by arrangement.

We are thinking of having one day a week specifically for those who can't fit in with these hours. Perhaps an "Early bird" / "Late finish" day once a week. Please let us know if this would be of interest

The gate / parking

The morning traffic jam of people trying to get into us for the first appointments is no longer an issue as the garden centre has kindly sectioned off an area of car park we can use while they are closed and let us open the gates when we open.

Walk Wonders Charity Walk

The Charity walk in May turned out to be more of a charity mudbath than a walk as the heavens opened for pretty much the duration. Thanks though to those who made the effort. We still managed to raise £75.

VAT

Despite the note in with the last newsletter we've managed to stave off the introduction of VAT a little longer but it now looks as if we shall have no choice but to introduce it by around October of this year. To soften the blow we shall be holding our own prices down as long as possible to the level they were when we first started 18 months ago.

Ltd Co

As from 5 May 2006 A-Z Animal Care is incorporated as a Limited Company registered in England at the shop in Bethersden. Co registration No. is 5807335.

Free Poo bags

The Ashford dog warden has kindly given us a big box of poo bags to hand out to people for free with more available when they run out. They are available at our reception. Please ask if they are not on display.

Thank you!

To all our customers and their pets on our first anniversary at Bethersden

A big big thank you to all our many customers and their pets who have supported us over our first twelve months at Bethersden.

It's been quite a year and little wonder it's flashed by so quickly with all that's been happening.

We opened here on 1st of August last year with just Emma full-time and Gina running reception on a part-time basis. Over the period we've grown to five full-time and three part-time staff.

The premises have been continually improved and expanded and are

currently undergoing a major make-over and further expansion to almost double in size by 1st August.

At times it has been tempting to take on more business than we can handle but we have strongly resisted on the basis that we really do try very hard to put quality before quantity. This has sometimes lead to longer booking delays than we would have liked but we believe it's the only real way forward for happy customers and a sound business. We hope you agree and look forward to sharing another good year with you all.



Welcome Angela

A warm welcome to Angela Camier who joined us as a full-time groomer at the beginning of June this year.

Angela has a lifetime of caring for animals and currently has three Spaniels, a Golden Retriever, 3 Chickens, 2 Bantams, 1 Duck and a pair of Ferrets. Oh and 2 Children and a Husband (but not necessarily in that order!)

She is a properly trained groomer and is rapidly becoming established with us at Bethersden. This is already helping to reduce our waiting list so that we should soon be able to offer shorter notice appointments

IN STOCK NOW IN STOCK NOW IN STOCK NOW IN STOCK NOW IN

PAW WAX

Paws cracking up?
Protects paws from Heat, Cold, Ice, Snow, Gravel etc and prevents slipping

Plaque off

We're still getting lots of good feedback for this teeth / breath cleaning product. Lasts a year for a small dog for just £9.99

New range Shampoos

Shampoos to enhance coloured coats; white, red, brown and black
+ All natural range of Aloe, Tea Tree, Citrus & herbal shampoos

Visit our Website
a-zanimalcare.co.uk

Cat News



New Cat Room

The number of our customers bringing their cats to us has been steadily growing over the last year. At last count there were around 80 and a many have since been added.

We have always had a separate, dedicated cat room but were beginning to outgrow this and have now had a completely new one built.

It's much more light and airy than the old one, fully secure and with all the necessary equipment to hand.

All cats in our care receive clean beds, litter trays and even cooling fans to keep them comfortable on hot days.

The majority of cats we groom are long haired. Many coming to us on a first visit require de-matting, which in severe cases can only be removed by clipping the affected area out completely (with your permission of course).

Thereafter, regular grooming, either by yourself or with us, is essential to keep the cat matt free. Many of our "regulars" have a monthly appointment which is half the price of an initial groom and can usually be done while they wait.

Recently we have even bathed one or two cats who were in need of a good clean up. Do call for details if we can be of help.



Dealing With Fleas



Most pets will get fleas at some time in their life, particularly if they spend a lot of time out and about or mix with other animals. Don't panic!, the condition can usually be treated quite quickly and painlessly by following a few basic guidelines:

- Treat your pet with a good product from a vet. Most of the "over the counter" remedies from pet shops are not very effective.
- Treat ALL THE OTHER animals in the household, especially cats.
- Wash all bedding at 60°C
- Treat your house thoroughly as eggs can lay dormant in carpet, dust and cracks.
- Don't forget to treat your car(s) if pets travel with you
- Worm all your pets. Life cycles of both are closely connected as worm eggs live inside fleas! Nice!

Do give us a call for further advice. At the moment we do not stock "Front line" (Flea treatment) which is only available on prescription from vets. We do, however, hope to be able to stock it within the next few months and likewise worming treatment.

NOW IN STOCK NOW IN STOCK

Professional standard Slicker Grooming brushes

(Supersoft & Medium)

+ Professional Standard Grooming Combs

Ear & Eye Care solutions

"A George please"

This is George, one of our regulars, whose picture on our board has caught the eye of many of our other customers who love the way he looks and want the same. So much so that if you ask for a "George" we'll know what you mean!

"Hot topic"

The next newsletter won't be out until the Winter edition so if you're reading this in the snow in November just look back with fond memories of the heatwave in July!

Here's a few tips to get you through the hot summer months. Most apply to Dogs *and* Cats. As always, if there is any condition you are unsure of please consult your vet for advice.

Ears and Nose
Sunburn, especially pale colours
Prevention: Apply adult or child sunscreen, factor 20+

Body
Fleas, Ticks, Harvest mites
Use a good product from your vet
Grass rash on tummy
Aloe or Tea Tree spray, or vet if bad
Embedded grass seeds
Check for embedded grass seeds. We have found a lot of these recently during grooming, a few of which have already turned septic.

Eyes
Grass seeds & Allergies
Keep clean with eye lotion. Cold tea works as well- but no milk in it!

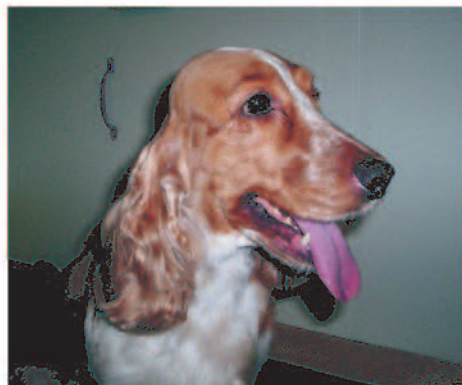
Foot
Grass seeds, tar, cracks, splits
Check daily for embedded grass seeds and remove. Try "Paw wax" for crack prevention

Spaniels are tops

On a recent count up of the different breeds on our active customer list (nudging 700 in total now) Spaniels came out on top at 76. This goes over the 100 mark if Cavalier King Charles (26) are included.

In the breed, Cockers lead the way in number, followed closely by Springers, a handful of American and Welsh Cockers and then a few Working and Field Spaniels.

Do please let us know in detail how you would like your Spaniel trimmed and styled. Although there is of course a "breed standard" many owners require a variation and even the variation can vary between summer and winter. We do keep quite careful records of what we have done so



that adjustments can be made on your next visit if you require a change.

Bring on the Spaniels, they're very welcome!

Bookings / Appointments

Our aim is to be able to make appointments for you within the week, or sooner if possible. As this newsletter goes out to you in early August we're aware that lately, waiting times for appointments have been creeping up towards 3 weeks ahead.

We're working on it, with extra staff, accommodation and equipment in the pipeline. In the meantime please try and book your next appointment with as much notice as possible, ideally when you're with us for your current one.

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