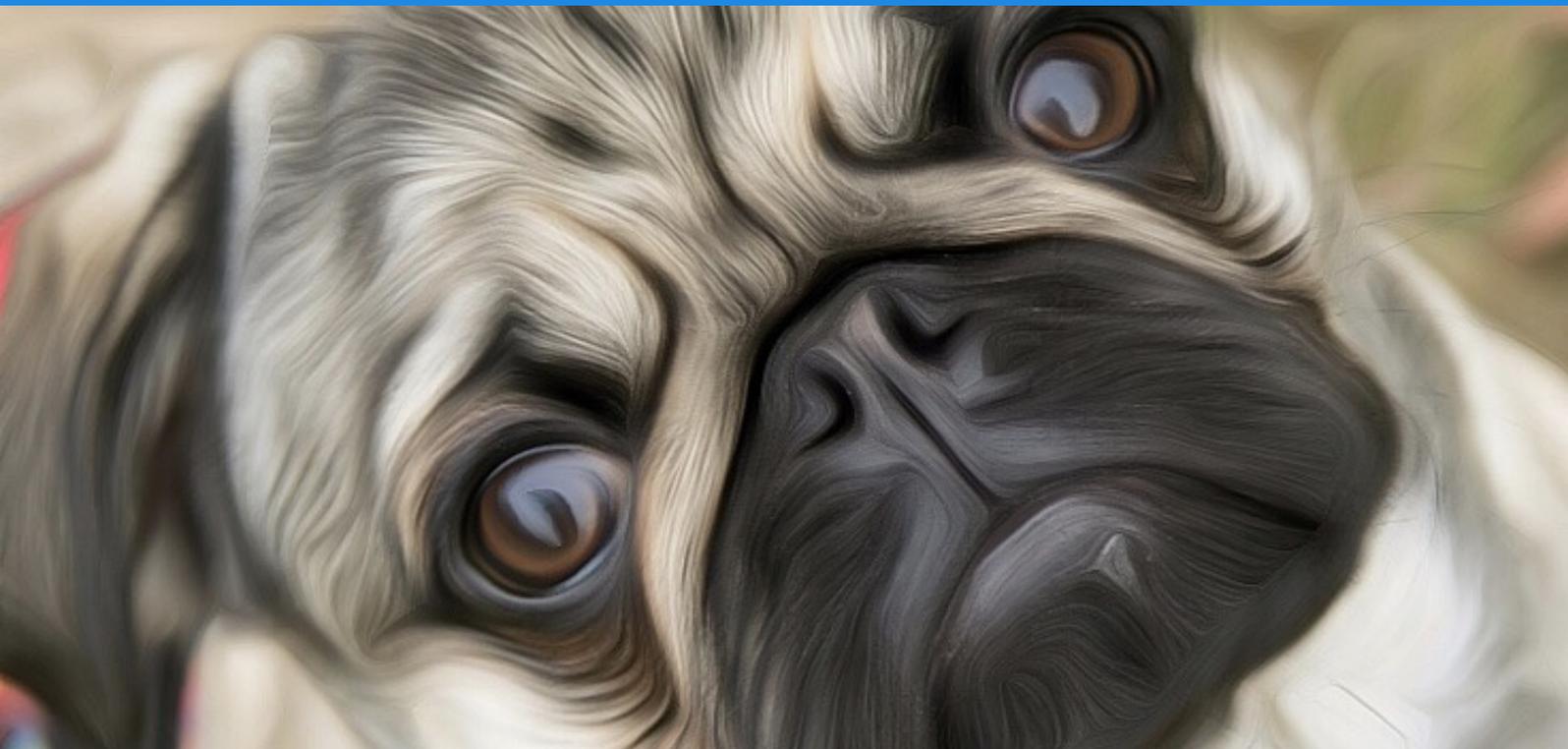




*Mucky Pupz 'R' Happy Pupz!!*

# Our Business

**Learn a little about our business and  
what sets us apart from the others!**





***Mucky Pupz are Happy Pupz!***

# **Our Business**

***Caring for Dawgz & Their Ownerz!***



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# INTRODUCTION

*Mucky Pupz is located in Burstow, near Smallfield, Horley*

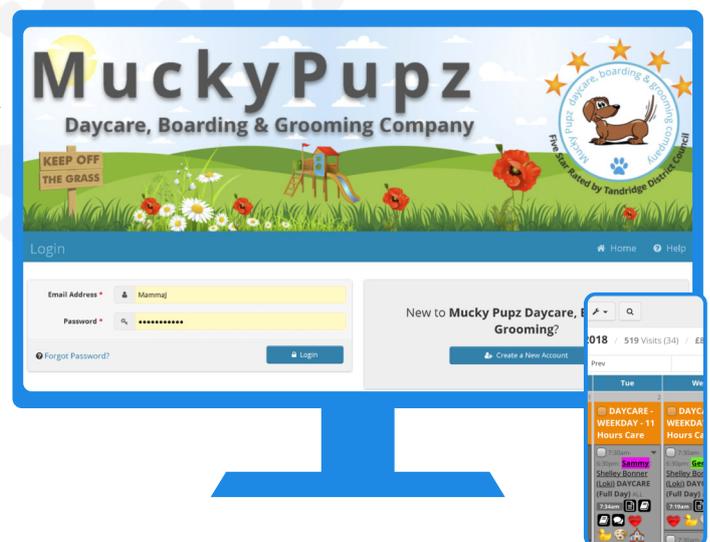
At Mucky Pupz we provide complete care for your much loved pooch, giving him a home from home experience along with activities to keep him mentally and physically challenged. It is an ideal opportunity for dogs to really stretch their legs in a safe environment, meet other dogs and just enjoy being a dog for the whole day! Whilst here, they can take advantage of our grooming services and return home feeling tired, fulfilled, looking and smelling great!

We run a breakfast club from 5:30am and an after-school club until 10:30pm, with our usual operating hours being between 7:30am until 6:30pm. We also have a special scheme to help those experiencing financial hardship. We are fully licensed by Tandridge District Council, insured: public liability and key insurance and our staff are DBS checked; all available to view on request.

We have 4 acres of secure greenland, which the dogs have supervised access to. This area is divided up into various zones to allow for different activities with smaller groups throughout the day. We have agility, splash pools and ball pools in the summer, along with an indoor softplay area. Dogs have access to quiet areas should they prefer to rest.

*We reserve the right to refuse any bookings where dogs are considered unsuitable for our services*

Homeboarding takes the same format as daycare, the only difference being that some will stay over for the night. We do not have kennels and all dogs live with us as part of our extended family. Overnight, they will have their own bedroom with a single bed, radiator, radio/tv; unless of course they would prefer to be with someone, in which case they can do just that!



Our service is simple and easy to manage with our online booking system. You are able to request services online and access your account 24hrs a day.





# BOARDING

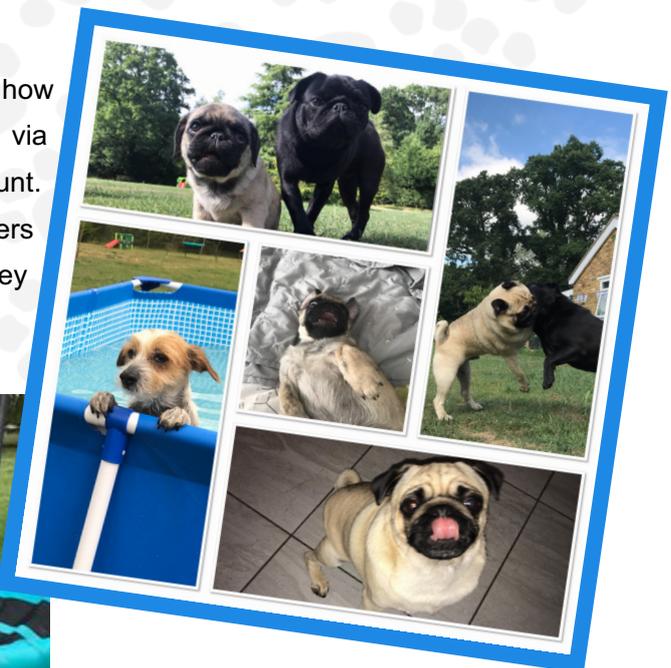
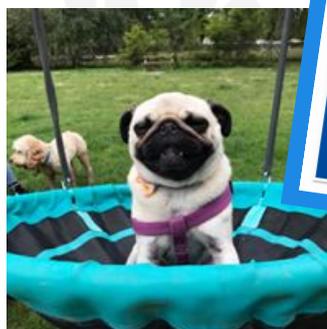
*Home from Home*

We provide cage free, home from home boarding for your dogs and puppies. You can then enjoy your holiday or business trip knowing that they are safe and well.

Dogs are probably affected by your absence more than most other animals, and kennels can be a further source of anxiety. We provide a similar environment to your own home, with lots of fun, run arounds, cuddles and treats. We have designated, secure areas for dogs only. We are fully insured should the unthinkable happen, but we will look after your dog as if he/she were our own.

Dogs who are boarding are provided with the same stimulating care that our daycare dogs receive. The only difference being your dog will stay over each night for the duration of your booking. We respect your existing sleeping arrangements and try to mirror that wherever possible. We cater for all ages and characters and find that some of our residents prefer just the morning routine and to spend the afternoon snoozing. The choice has to be your pupz; this is especially true for older dogs and for those who aren't high energy.

You will also benefit from regular updates as to how your little one is doing. We send daily journals via email, with pictures, all stored in your online account. We find that this is a big comfort for those owners who hate being parted from their dogs although they will probably be having more fun than you are!



*Please be sure to check for current Government COVID restrictions and consider how they might affect your booking with us. If there is a possibility your return could be delayed or that you may be required to quarantine on your return, you are able to reserve up to 10 days additional care at a a reduced rate; (please check website for guidelines).*





## DAYCARE

*Time to just be a dog!*

A true home from home experience, our daycare pupz have exclusive use of our 4 acre property and specially designed doggy gardens. The whole day is planned around each and every dog we have with us; we cater for all ages and characters and are sympathetic to the different needs of each one. They are given the opportunity to play, sniff, chase, jump and rest; basically to just be a dog for the whole day with cuddles and treats thrown in free of charge!

Each day is structured which helps the dogs to settle and to know what to expect during their stay with us. Routine is a comfort for all of us, and dogs are no exception.

Your dog will have fun socialising, learning new things and being part of a pack, which most dogs never have the opportunity to do. It is the most natural thing in the world for them, and often dogs behave quite differently from the way their owners expect.

We operate much like a nursery, and owners pay for a place at daycare. It enables dogs in our care to make strong bonds with their doggy friends and ensures a more stable pack. We can get to know the dogs very well which makes our job a little easier in making sure that we are understanding body language and conversations that are taking place. It also means that we are not under pressure to fill spaces.





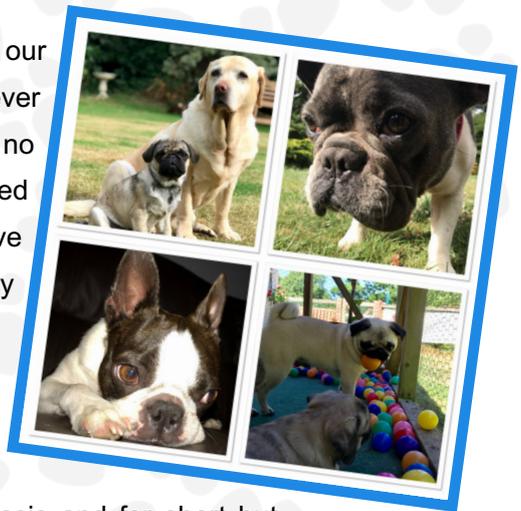
# TRAINING

## Basic Obedience Training

We have many puppies that join us once their vaccinations are complete and many are with us almost every day. Puppies learn very quickly and it's essential that they receive a basic level of training during their first few months to ensure they become good citizens and know exactly what is expected of them.

Whether a dog is receiving formal training or not, every dog in our care is expected to behave and is corrected whenever necessary. The pack is instrumental in this as there can be no greater teacher than other dogs! However, as owners, we need to teach them our language and for them to learn how to live with us, what we expect from them and to behave appropriately in social situations.

Your dog will learn all basic commands and you will be provided with a weekly summary as to how your dog is progressing. Formal training is delivered on a one to one basis and for short but intense sessions. This is to ensure we make steady progress and that your dog doesn't become bored. Puppies attention span tends to be short and training needs to remain fun. Outside of the one to one sessions, commands are constantly reinforced and rewarded, until it becomes second nature.



*"A dog is the only living thing that loves you more than it loves itself"*





## BEHAVIOUR MODIFICATION

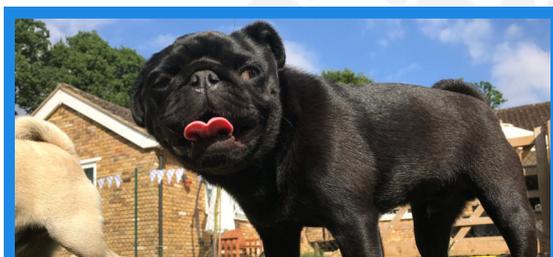
*They can't be good all of the time!*

Much like children, occasionally dogs will learn unwanted behaviours and we need to correct them as soon as possible. For the most part, dogs behave in a completely normal way given a certain set of circumstances, but it may not be a behaviour that is acceptable to us or to the owner.

On consultation with you, and taking into account any negative experiences your dog may have had, we can put a plan together that will address the unwanted behaviour. It is not so much unlearning a behaviour but learning a new way to behave in certain situations.

If your dog is spending much of his day with us in daycare, it needs to be educational, fun and full of structured exercise.

*All dogs are given the opportunity to rest every afternoon and have free access during the day to water, shelter and warm beds.*



*The truth is, a tired dog rarely gets himself into trouble!*





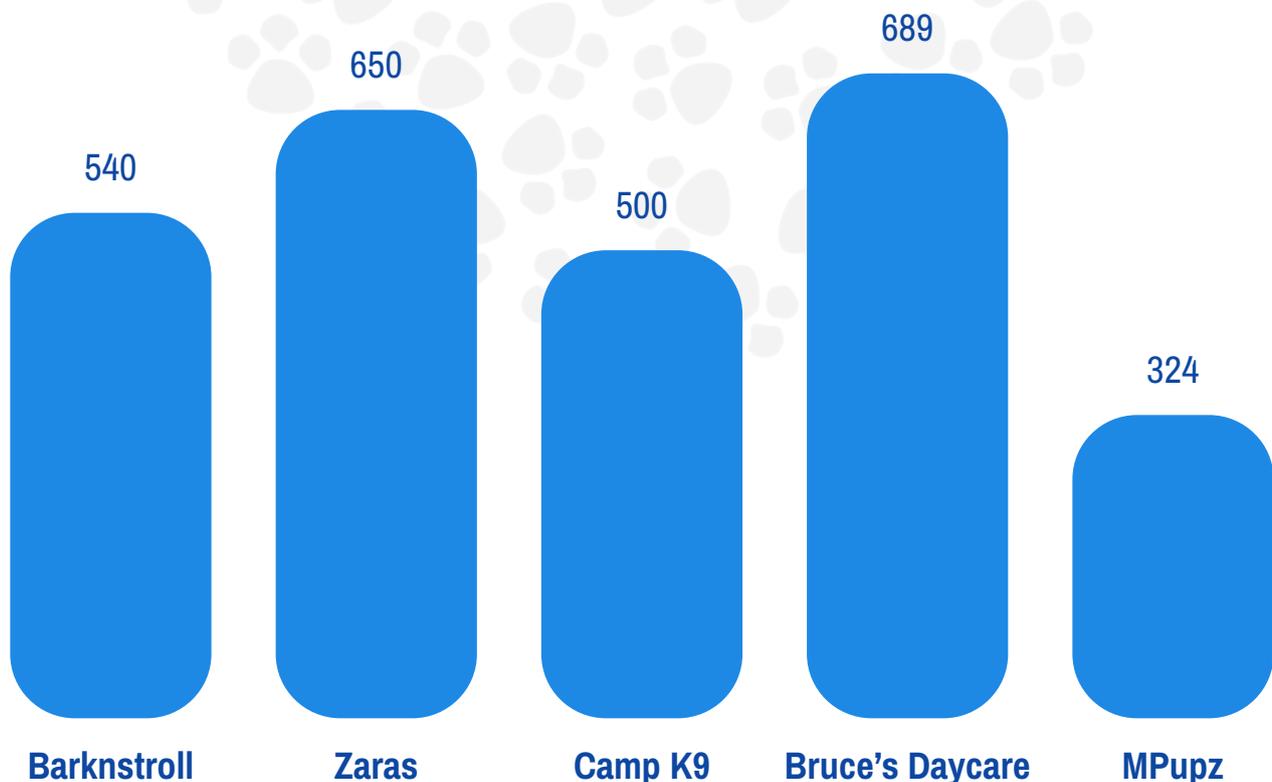
## How do we compare?

*This isn't just a job to us. This is our way of life!*

*Our dogs are very important members of our family, and we are sure that yours are too!*

We wanted to offer more than the average daycare! We understand the role that dogs play in your lives, especially during times of adversity. We take care of every aspect of dog ownership from scheduled veterinary visits that you are unable to attend, visiting owners in hospital (when permitted), delivering your raw dog food order or maybe extending your dog's stay at short notice due to unforeseen circumstances. We provide support to our owners and their dogs all year round; whatever life throws at you, we make sure that, at the very least, you won't be worrying about your dog.

*Prices are accurate as of January 2021 and are based on monthly daycare costings (£)  
(20 sessions). Prices may be subject to VAT.*





## VIP Membership



### What's included?

- You pay a fixed fee, payable at the beginning of each month. Your costs are capped and there are no surprises.
- You are entitled to daycare for 5 days per week. Your dog will be allocated 5 days per week, regardless of whether your dog attends.
- You can add an additional dog to your membership at a discounted rate.
- You can drop your dog to us at anytime from 5:30am and collect up to 10:30pm with prior arrangement. Boarding rate applies if collection is after 10:30pm.
- You are free to come and go as you please during normal business hours.
- We can take your dog to scheduled veterinary appointments.
- We can administer medication at no extra cost.
- Discounted Boarding rate.
- No surcharges are applied to your account for weekday care during any month where your membership is active and fully paid up.
- You are given daily updates as to the well-being and activities of your dog whilst at daycare.
- Grooming services are not included in VIP Membership and are charged separately, however, as a VIP Member, you will receive 10% off the usual price.

*(Discount only applies if your VIP Membership is paid up to date, your dog is groomed regularly and is in good condition. De-matting services will be charged at the usual full groom price plus a de-matting charge)*





## Additional Benefits

*An all inclusive service*

- You pay a fixed amount each month, regardless of how many week days are in that month. For example: an average month will consist of between 20 and 23 days of daycare. Your monthly invoice amount will not change. This provides significant savings.
- You are paying for your dog's place at daycare, it is not based on the number of sessions attended!
- You have the benefit of knowing that your daycare costs are capped and there are no hidden extras.
- You are given priority in emergency situations. Life can be unpredictable, but at the very least, you will have care for your dog covered.
- Guaranteed, regular grooming appointments.
- You will receive a 10% discount on grooming products.
- As a VIP Member, you are eligible for a 10% discount off Jack Wolf, a raw diet for your dog.

### Not included:

- Weekend care is not included in VIP Membership and is charged separately, however a 10% discount will be applied to the usual rate.

### Terms:

- You will need to provide at least 1 month's notice of cancellation of your VIP Membership. You may return to adhoc daycare (at least one day per week), although this will be subject to availability.
- You may pay a monthly VIP Membership holding fee if there will be a period of time when your place will not be required; (see website for details). We will not reallocate your full time membership to anyone else whilst your holding fee is paid, guaranteeing that full time daycare is available to you when you need it again.
- To qualify for grooming discounts associated with your VIP Membership, you must ensure that your dog is kept in good condition and any problems encountered are dealt with as soon as they are noticed. *Grooming a matted dog is time consuming and costly, and it is stressful for your dog.*
- Places are limited. All services are subject to availability.





## Adhoc Care

*At least 1 day per week*

We do not offer daycare on an infrequent basis as it has a tendency to unsettle the pack and it isn't good for your dog if he is the newbie every time he visits. It is important that your dog is accepted by the pack, is able to make sustainable bonds within it and that his confidence isn't adversely affected. Every dog is therefore required to attend at least 1 day a week. *We do not accept dogs into daycare on a turn-up basis.*

Please check the website for pricing.

## Grooming

*Cage free*

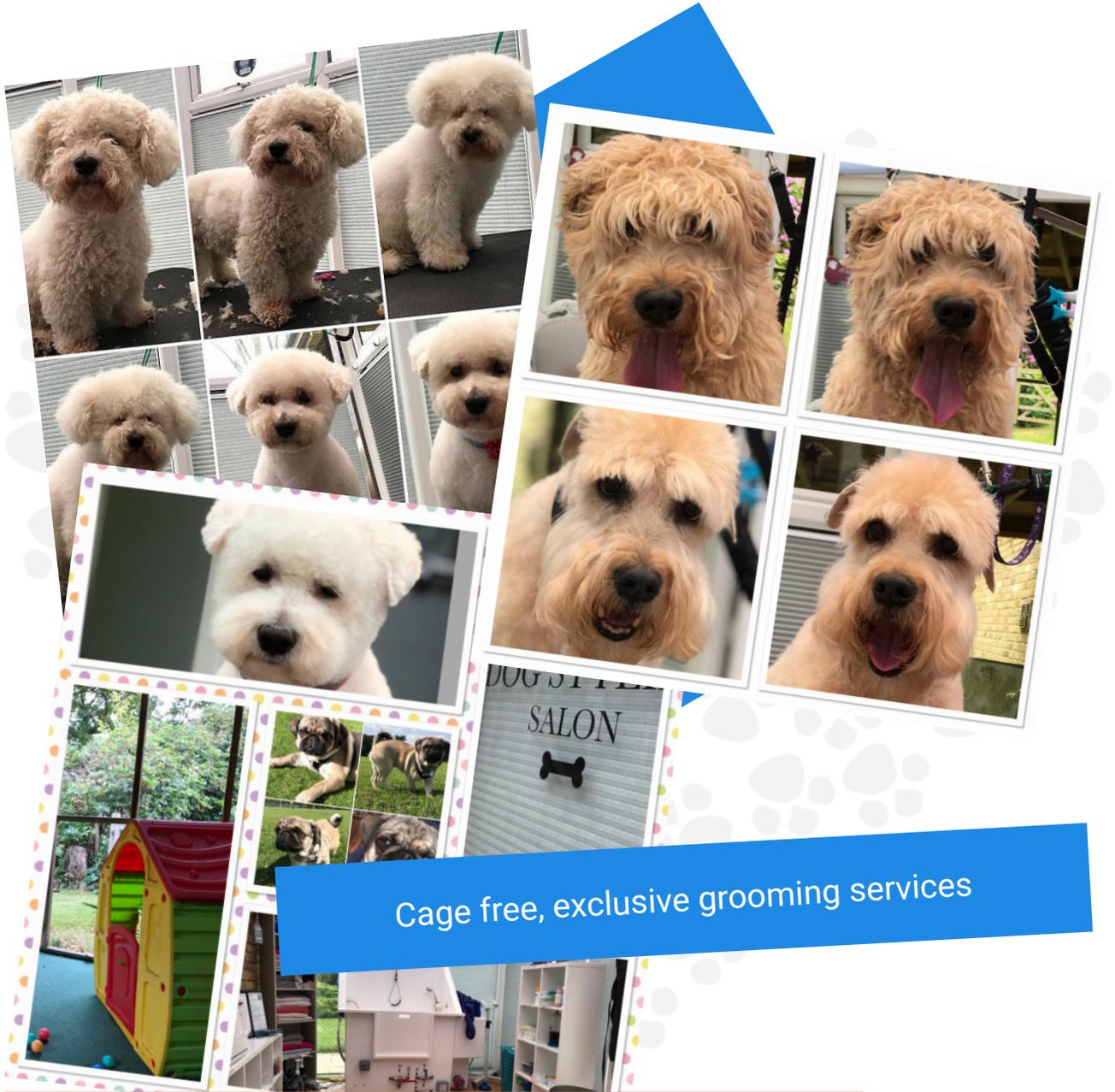
We have a fully equipped grooming salon and provide exclusive services designed to help you stay in control of your dog's coat, health and well-being.

We have a play area attached to the salon, creating a lighter atmosphere and only one dog is groomed at a time. All dogs are given regular breaks to stretch their legs and have a play. We do not have appointments to work to and so are not under pressure to rush a dog through the groom. Every dog is different, and we will work at their pace.





See the website for further details or call us on 01342 843015



Mucky Pupz are proud to be an approved Jack Wolf Stockist!





# Mucky Pupz Retail



..... because it's not *just* a dog!



[muckypupzretail.co.uk](http://muckypupzretail.co.uk)

## Raw Food

*When only the best will do*

All products have been well researched and considered to be of a high enough quality to reach our shelves. We take our responsibilities very seriously and only sell products that we are happy to feed to our own dogs!

We sell a variety of natural foods ranging from raw, human grade meats to chews and treats using human grade ingredients. We are advocates of raw feeding and whilst there are precautions that need to be taken, as with all raw meat, we have always had good results with our own dogs. They are far more satisfied, their coats are glossy, their eyes are bright and they don't suffer with allergies. As an added bonus, their poos are much smaller and smell less!

Mucky Pupz has been an approved stockist of Jack Wolf for some time now and we have never been disappointed. Jack Wolf are dedicated to quality and we are proud to stock their raw food range. Their food is complete, all-natural, unadulterated, with no fillers or low-quality ingredients. Mealtimes are over in a flash with no more fussy eaters!

## Natural Treats

*Keeping them entertained*

We stock natural treats from JR Pet Products, made from the finest cuts of 100% fresh meat...that's it! Grain and Gluten free – No additives, no preservatives....nothing! These delicious sticks are responsibly sourced from Europe and made from human grade meat. They are suitable for all breeds and both kibble and raw-fed dogs can enjoy the benefits of these treats. There are 11 varieties to choose from, with several healthy and hypoallergenic choices there is something for every dog no matter how complex their dietary needs.





# Jack Wolf Raw Food

*Human grade*

Jack Wolf is composed entirely of British grown human grade meats. Not “locally sourced”, a flexible term which can so often describe imported meat purchased from a local supplier.

## Welfare

The meats used are a mixture of wild, high welfare, organic and free range. Some recipes do not specify which are used to remain transparent; that is not claiming one type where they are in combination.

## Fruit & Vegetables

They are all supplied washed, laser sorted and prepared as they are for human food. These ingredients can often cost more than many types of meat by kg at wholesale!



## Ranges

Customer reviews on the product pages will testify to the positive results of the Jack Wolf ranges. Divided into two halves; (1) the original working dog range, a varied diet containing veg and (2) Primal Instinct which takes a purer 80-10-10 construction as its influence and is free of veg.

Jack Wolf, created in Sussex in a modern, purpose-built facility which by its design and through each stage of the manufacturing process from beginning to end, upholds some of the highest standards of food production.

As a small team, Jack Wolf are hugely grateful for the support they receive from hundreds of wonderful customers. They are passionate about what they do and embrace the technical challenges of producing a consistently high-quality product.

Jack Wolf is amongst the freshest available. A result of strict sourcing through to how ingredients are stored and processed. They firmly believe that raw dog food should be as much, if not more carefully managed than the food we buy for ourselves.

*No artificial flavours or preservatives are used.*





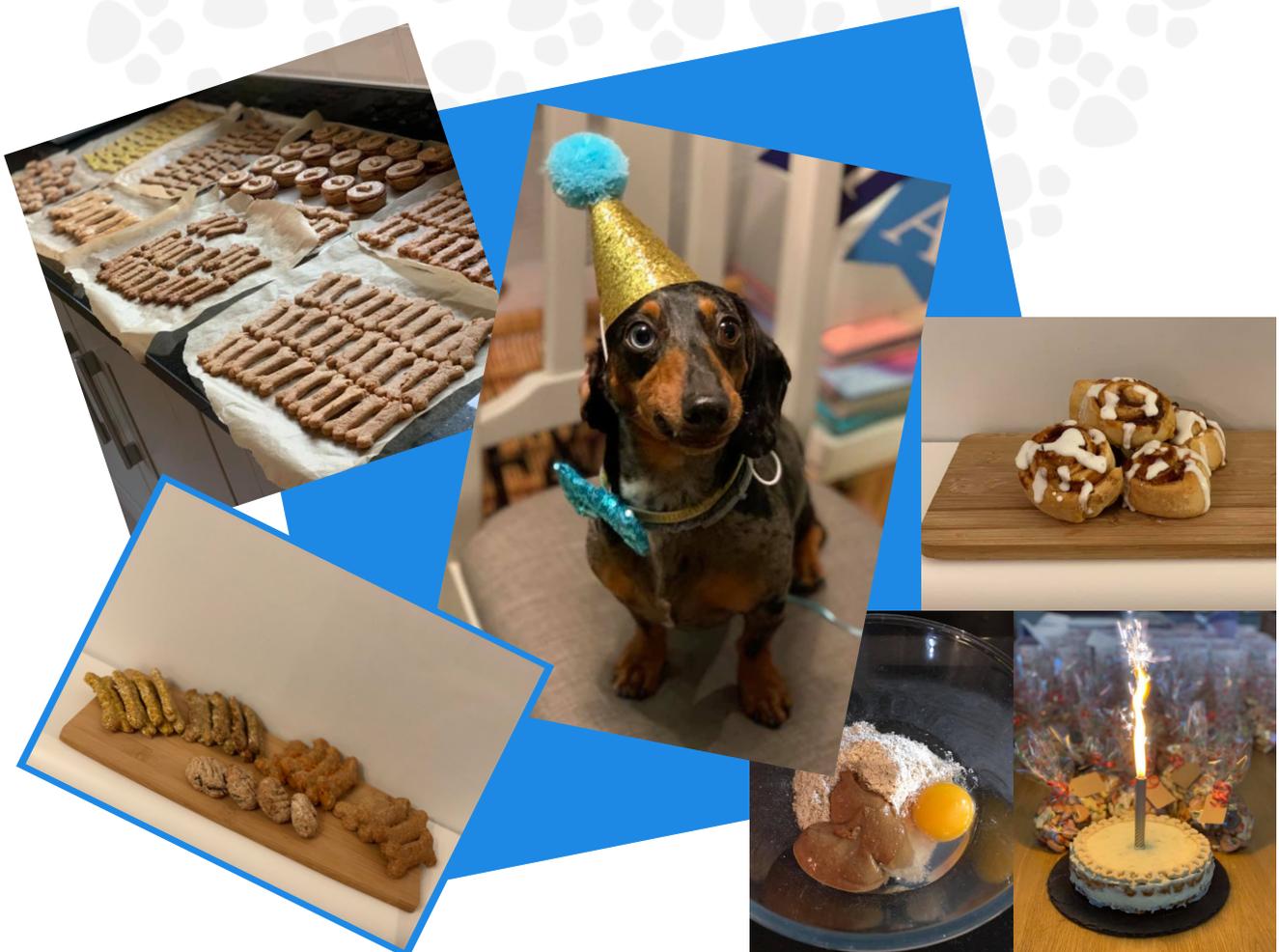
# Winston's Bakery

*Natural oven-baked dog treats*

Winston's Bakery products are lovingly crafted, oven baked & dehydrated for 7 hours, using only natural ingredients; our selection box is an absolute favourite with all our doggy friends.

All our dogs deserve a treat occasionally; in fact they deserve it more now than ever before! Stoic, forever faithful, and intuitively loving, where would we be without them? So when you sit down for a cuppa and a cake, don't leave them out!

From training treats and bedtime biscuits to party bags and birthday cakes; we've got a growing selection for you to choose from. Find us on Facebook and Etsy and join in the madness that is Mucky Pupz Packed Lunches, Birthdays and 'Gotcha' days. Who knew?? 😊





# Paragon Artz

*Creating artwork from photographs*

Now we are spending much more time at home, its more important than ever before to make our homes a nice place to be and to surround ourselves with the things that inspire us and make us happy.

Creating artwork from photographs is the perfect way to combine the love you have for both your dog and your home! Receiving or gifting a piece of artwork that captures the personality and emotion of your best friend is special.....you just can't help but smile every time you look at it.

- **Mount, Backing Board & Wrapped**

As standard, all fine art prints are finished using a conservation window mount, hinge taped to an acid free backing board & wrapped in cellophane. A Certificate of Authenticity is included. This ensures your final artwork is protected and beautifully finished, ready for you to frame yourself.

- **Bespoke Framing**

Your finished artwork framed — with or without an internal window mount — with a quality, bespoke made frame.

- **Fine Art Canvas**

Your finished artwork printed on canvas - Available in depths of 20mm and 40mmHahnemühle's Art Canvas Smooth; a matt canvas that can be varnished with either a matt or satin finish.

- **Canvas Tray Frames**

Tray Frames – sometimes referred to as Float Frames – for stretched canvas prints.

Available in black and white wood grain finishes and in both 20mm and 40mm depths to suit two depths of stretcher bars. They are an affordable way to finish a stretched canvas print.





# COVID-19 Precautions

*A New 'Normal'*

Following the COVID-19 outbreak, like all businesses, we have had to rewrite all of our business processes to protect our Clients and Staff against the virus.

There are visible changes to the premises. The first thing to note is that there are instruction signs on the entry gates. You should stay in your car on arrival. There will always be a member of staff on gate duty, but should the gates not open within a few minutes, you should call 01342 843015 to gain entry. We would ask that you do not sound your horn as this unsettles the dogs on the premises and we wish to remain respectful to our surrounding properties.

If you have had contact with someone with Coronavirus symptoms, or are experiencing symptoms yourself, please do *not* visit our premises. Unfortunately, if your dog lives in a household with someone who is showing symptoms, we will not be able to accept your dog for any services until such time as the individual has completed the statutory period of quarantine and is clear of symptoms.

Once on-site, there are directional signs for parking; daycare & boarding, grooming & arranged retail collections. This has been necessary to reduce the risk of Clients coming into contact with each other. Once parked, you should stay in your vehicle until it is your turn, at which point we will call you forward. There are clear signs to direct you to the service you require. Please keep your dog on a lead at all times; this is to prevent possible contact with other Owners and their dogs. You will then be required to:

1. Wear a face covering.
2. Sanitise your hands using the facilities provided.
3. Deliver/collect your dog from the holding pen. If you are delivering your dog, please remove your dog's collar and lead, and take them home with you. We have a supply of washable leads that we will use.
4. Sanitise your hands again.
5. Return to your car.

There are instructional signs on every gate to help you. Our staff will sanitise gate mechanisms and other surfaces regularly.

If you have any special instructions with regard to the care of your dog, you can contact us via email, text message, video call or request a face to face meeting. We will then make an appointment for you at a time when there will be no other Clients on-site and we can practise social distancing safely.

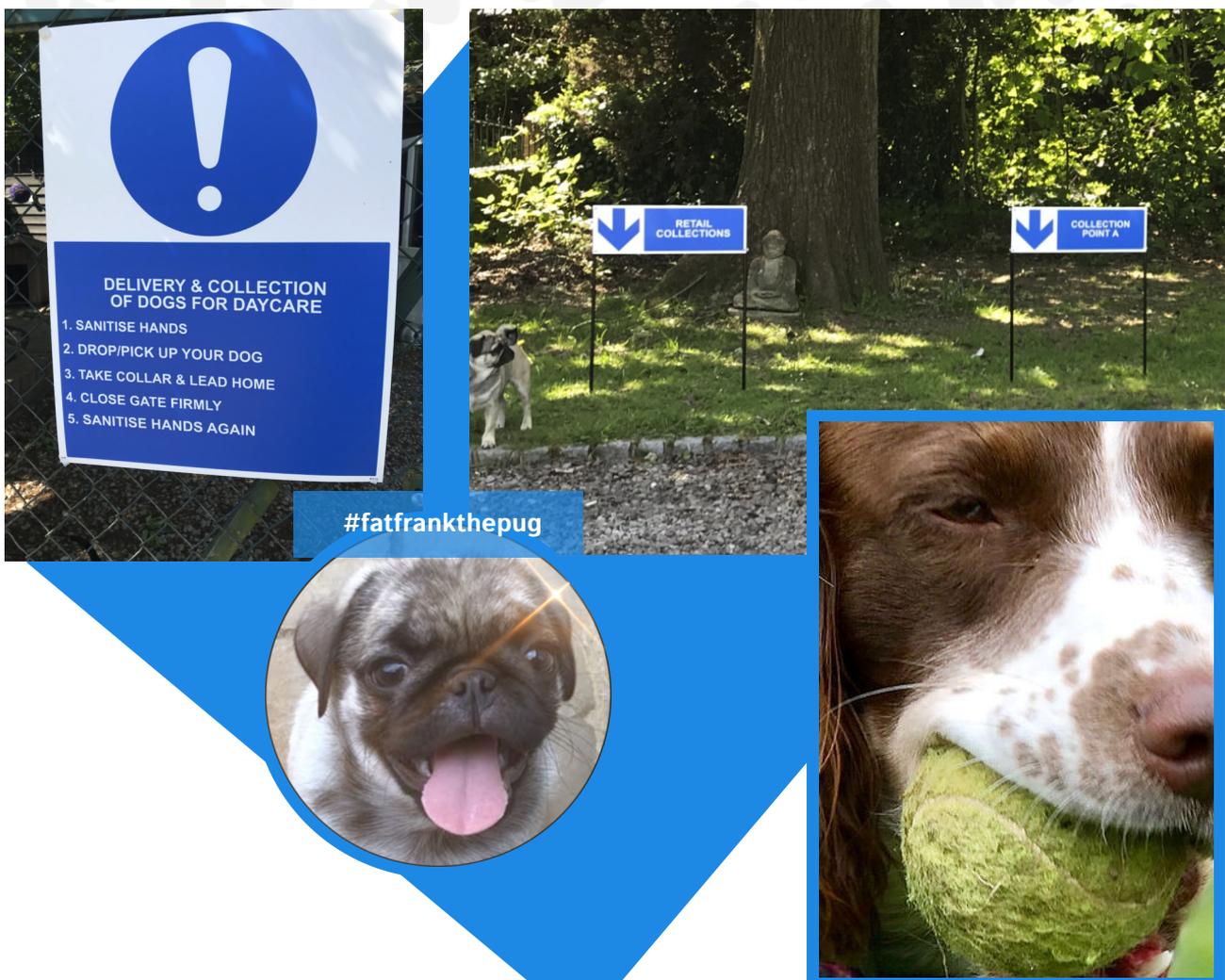


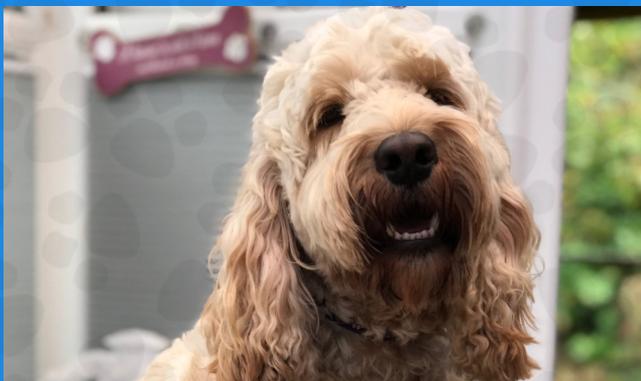


A member of staff will collect your dog from the holding pen almost immediately, ensuring that you have left the area prior to entering. Of course you are allowed to speak to us!! As long as you are at least 2 metres away and there are no other owners waiting in vehicles, we'd be grateful for some human interaction!

Once the handover is complete, our staff will clean your dog using a dog safe anti-viral solution to reduce the risk of infection. You are advised to do the same once you have collected your dog.

Food collection is by appointment only. All orders need to be paid for in advance as we can no longer accept cash or card payments due to the risk of infection. Payment can be made via your online account, direct payments via bank transfer or via the direct PayPal link on our website. You will be given an appointment time and also be advised of the collection point, which will be clearly marked on site.





It's a pleasure to serve you!





## *Mucky Pupz are Happy Pupz!*

Your dog will require a 2hr assessment before being accepted into our care. We cannot accept females into daycare or boarding if they are due to be, or are in season. We prefer all dogs in our care to be neutered. We make an exception where puppies are concerned, as long as there is an intention to neuter as soon as possible.

[Join Us!](#)

[www.muckypupz.co.uk](http://www.muckypupz.co.uk)

January 2021