

# Termly Newsletter

*Animal Ark - We look after them all*



## Welcome back !

Welcome back to Animal Ark and to 2024. We hope you had a great festive season with friends and family. We know some of our client continued to work during this time and hope that you were able to find the time to enjoy the festivities and to relax on that sofa.

We would like to say a big thank you to you all for you gifts for us here at Animal Ark. While we don't expect presents, we were hugely humble for you kindness and lovely words to us all.

We have been working hard at the office in renewing and updating our services we are very excited to inform you of all the exciting things ahead and hope you will share the excitement with us.





## Animal Ark News

### Last Year Summary

Last year was a busy one with a total of 1505 Animal packages, this includes dogs to cats, parrots to reptiles and all those in between. Thank you for all our customers support, without you we wouldn't of cared for so many animals.

### New Client Changes

We have changed the way we introduce new dogs within our dog walking services, now their first walk will be free of charge to allow owners to see what Animal Ark is all about and weather they feel its the right match for them and their dogs. They will receive a introduction assessment detailing how their dog(s) behaved out on their first walk and what their dog has been up to while in the care of Animal Ark. The free consultation before any services are provided will continue.

### Refer A Friend Scheme

We have also introduced a refer a friend scheme - Any of our clients who recommend their friends or family to Animal ark, who sign up for weekly dog walks will recieve a free walk as a token of thanks in supporting us.

### Busniess Signature

We have introduced a busniess signature at the bottom of all email from the busniess email address. This is to enable current and future clients to be sure that the busniess is legit and scam of any sort.

# Animal Ark News Continued

## Changes to Terms and Conditions

Our terms and conditions have changed, they now contain a muddy dog and extreme weather sections to enable clients to understand what they are to expect in these situations.

We have also reworded the notice period of cancellation of services, that you no longer need. Along with this we have decided to reduce the retention fee to £5 per a session. We hope this will be a welcome change for you all. The new wording is as follows:-

‘1.2a For regular sessions; any sessions cancelled with more than 2 days working notice will be charged at £5 per a session as a retainer fee, this is to hold the space for you in the future. Any cancellations less than two working days will be charge at full price. Unless there is an emergency situation (Evidence will be requested)’

The more notice you can give us to cancel a service the better to enable us to plan ahead and to communicate any changes to other clients.

We will send out the new terms and conditions, if you would like to print and sign please feel free to do so otherwise reply by email and we will put you email along side you client forms.



## Flora Updates

Flora has gone through a transition the last few months. Firstly she got a new windscreen the old windscreen was the original, we now have a fresh scratch and chip free windscreen. She also went for her MOT and service, which she passed with flying colours and continues to meet the needs of the company. Last but not least as many of you have noticed she was sign written. She is bright and is easily recognisable on our day to day routine. We hope you like her too ?

During our Christmas break, she was completely emptied, deep cleaned and re-organised. She also had new seat covers, new cab heavy duty mat and a gear stick cover fitted. She was definitely spoiled over the last few months but the difference in van organisation and ease of disinfecting at the end of the day makes it worth it.



# New Services Coming to Animal Ark

## Community Walks

Philippa runs the local pet owners facebook group, where she will be holding a community walk for those in the group. She would also like to open up the invite to our clients to enable them to meet one another and connect.

## Animal Pop in Service

We are looking to start Animal pop ins for dogs that cant come out on walk. This will allow to break up the dogs day. This will be dependant on availability. This will be on our website soon.



## Small Animal Hotel service

We are going to start offering a Small Animal Hotel service, for small animal to come and board at our home address. This will be on our website soon.

## Wedding Chaperone service

We are going to start advertising our Wedding Chaperone service more and include on our website shortly. We have done a few chaperone services for wedding and look to grow this going forward.

## Recent feedback

On recent feedback it was mentioned about bringing the adventure days back. While we would love to, we have a short time in which Philippa needs to have finished work to enable her to collect the children from school. However we are looking at other ways we can bring them back.

Would clients like the adventure days at weekend ?  
And would they like the opportunity to attend ?  
We would love to hear what you think ?

# Animal Ark Closure dates

Friday 15th March 2024 - Sunday 24th March 2024

This year is a big milestone for Philippa, with her celebrating her 30th Birthday she will be taking annual leave from Friday 15th March 2024 - Sunday 24th March 2024. Please be aware communication during this time may be reduced.



## Animal Ark Award

In November 2023, Animal Ark received winner of Neighbourhood Faves, Nextdoor.

Thank you everyone who was involved and thank you to all the support you have provided us over our time providing Animal Care services.

## Reviews for Animal Ark

We would really appreciate if you haven't done so already if you could leave a review on the links below.

This will allow Animal Ark to be seen by other potential clients and to grow the business further.

Reviews can be left on google or via Facebook.

What our clients this is very important to us here at Animal Ark

## Welcome To Our New Members

