

# Changes happening at Ruff Cuts and how they will affect you.

We are sad to inform you that Ruff Cuts Daycare will be closing at the end of this year. It's been a fun and educational eight years, but the economic climate mandates that Mike close the gates now and move on to other prospects in the pet industry.

Although you may not be a Daycare client, **THIS WILL AFFECT YOU**. Don will still be grooming at this location but will be setting new guidelines in order to work in this location on his own. Please read the following:

1. **Phone**- You're used to calling during regular business hours and receiving a person to help you. In the new year, Don will **not** be answering the phone during working hours. Please feel free to call anytime but expect a voice mail that will instruct you to leave a first and last name and best phone number to reach you at either the beginning of the day or at the end of the day. Don will return phone calls before and after the animals have been groomed each day.
2. **Canceling appointments**- You're used to being able to cancel an appointment even up to an hour before your appointment. In the new year you will need to call and cancel before 8:30am, the morning of your appointment, or it will be considered a "no show", in which case you will be responsible for payment of the missed appointment.
3. **Dropping off and picking up animals**- In the past we've been very lenient as far as dropping off and picking up animals. People have dropped off before Don was even in work yet and have picked up later than we'd normally expect, relying on Daycare staff to release the pets. In the new year there will be no Daycare staff to receive or release your pets. There will be precise hours that Ruff Cuts will be open and those hours will be adhered to diligently. Those hours will be posted on the door, on the counter and on the website. If you feel you may be later than those hours, you should schedule your pet on a day and time that it won't be an issue. As it stands now, you should be able to pick up your pet within a half hour of being called and told they are finished. It will be enforced that all pets be picked up by the closing time of that particular day and *not* that we close whenever the last pet is picked up.
4. **Nails only**- You've been used to calling ahead to verify Don is in and clipping nails. It's been greatly appreciated. In 2012, you won't need to call ahead, but do make sure that you come at a time that we're open. You may have to wait a little, but Don will service you as promptly as possible.
5. **Stopping at Ruff Cuts to set an appointment**- You've always been welcomed to stop in and ask questions or set up an appointment. You always will be! (Again, please make sure it's a day and time that we're open)
6. **Plastic payment**- We've accepted credit and debit cards as long as we've been in business. Beginning January 1, 2012, we will no longer be accepting any form of plastic payment. It will be strictly cash or check payment. Don will be exploring the possibility of an ATM in Ruff Cuts lobby, for your convenience, but that may not be immediately available.

We're going to miss Mike and all the Daycare dogs. We've worked together as a team for more than eight years and without him it will be like starting all over again. But life keeps going and we all need to adapt to current situations. Your help, by respecting and tolerating the new business procedures, will help make the change a little smoother.

Thanks for your understanding and continued patronage at Ruff Cuts.