

BATH & GROOMING

SAIGA'S HOUSE



	Fur	Under 2kg	2 to 5kg	5 to 8kg	8 to 12kg	12 to 20kg	20 to 30kg	30 to 40kg	40 to 50kg	50kg and Over
Shower	Short	250,000đ	300,000đ	350,000đ	400,000đ	530,000	630,000đ	730,000đ	850,000đ	900,000 +50,000 per 5kg
	Long	330,000đ	370,000đ	400,000đ	440,000đ	650,000	770,000đ	870,000đ	1,000,000 đ	1,100,000 +100,000 per 5kg
Grooming	Short	350,000đ	400,000đ	450,000đ	500,000đ	630,000đ	750,000đ	850,000đ	970,000đ	1,070,000 +100,000 per 5kg
	Long	400,000đ	450,000đ	500,000đ	550,000đ	770,000đ	870,000đ	970,000đ	1,150,000đ	1,300,000 +150,000 per 5kg

*Add-on Services (100k to 300k): Deep Scrub Whitening, Deshedding, Detangle/Dematting. Short fur is 1cm or less. Long fur includes *Pekingese, Maltese, Akita Inu, Husky, Golden, Alaska, Malamute, Samoyed, Corgi, Poodle, Bichon, Chihuahua*.

SHOWER

Wash with Shampoo & Conditioner
Clean inside ear canals
Cut, trim, & file nails
Basic trimming around paws

GROOMING

Includes a everything from Shower
Whole body grooming
Light brushing
Cut, trim, & file nails

BATH AND GROOMING ADD-ONS

Deep Scrub: We use whitening shampoo & conditioner.
Longer bathing, rinsing, & massaging to scrub out dirty stains.

Deshedding: We use deshedding shampoo & conditioner.
Extra brushing time with a Furminator comb & deshedding tools.

Dematting: We use dematting shampoo & conditioner.
Extra brushing time to remove tangles with special combs or tools.

***You will be notified when your dog has finished grooming. You can pick up your dog within 1 hour after grooming has finished. If your dog stays longer, day care charges will begin to apply.**

GROOMING HOURS

Grooming is available 10am to 12:30am and 1:30pm to 7pm

Walk-ins accepted, but scheduled appointments take higher priority.

BOOKING AN APPOINTMENT

It is best to schedule a reservation through Facebook messenger on our page.

In our experience, phone reservations are too unreliable for exchanging information and there are often mistakes or misunderstandings. Many of us communicate in a second-language, so it is better to have everything in writing. This allows us to keep a record of our communication and also allows us to send you photos/videos of your dog.

If you do not have Facebook, email is an acceptable alternative, but note that we are less responsive through email.

DAY CARE (Does not include food)

	Under 5 kg	5 to 9kg	10 to 14kg	15 to 19kg	20 to 24kg	25 to 29kg	Over 30kg	
Normal Rates	< 2 Hours	40k	80k	130k	150k	170k	200k	250k
	2 to 5 Hours	80k	150k	200k	250k	280k	350k	400k
	Full Day	100k	200k	250k	300k	350k	450k	550k
Package Deals	5 Day	95k / day	120k / day	170k / day	230k / day	270k / day	330k / day	350k / day
	10 Day	93k / day	118k / day	168k / day	228k / day	268k / day	328k / day	348k / day
	15 Day	90k / day	115k / day	165k / day	225k / day	265k / day	325k / day	345k / day
	20 Day	88k / day	113k / day	163k / day	223k / day	263k / day	323k / day	343k / day
	25 Day	86k / day	110k / day	160k / day	220k / day	260k / day	320k / day	340k / day
	30 Day	85k / day	108k / day	158k / day	218k / day	258k / day	318k / day	338k / day
	50 Day	84k / day	105k / day	155k / day	215k / day	255k / day	315k / day	335k / day

OVERNIGHT CARE (Does not include food)

	Under 5 kg	5 to 9kg	10 to 14kg	15 to 19kg	20 to 24kg	25 to 29kg	Over 30kg	
	Daily Rate	150k	200k	250k	375k	475k	575k	675k
Package Deals	5 Day	148k / day	195k / day	244k / day	368k / day	467k / day	567k / day	667k / day
	10 Day	146k / day	192k / day	242k / day	366k / day	465k / day	565k / day	665k / day
	15 Day	144k / day	190k / day	240k / day	365k / day	463k / day	562k / day	660k / day
	20 Day	143k / day	186k / day	238k / day	363k / day	462k / day	560k / day	657k / day
	25 Day	142k / day	185k / day	236k / day	362k / day	460k / day	558k / day	655k / day
	50 Day	140k / day	183k / day	235k / day	359k / day	458k / day	555k / day	650k / day

*Package days never expire and can be redeemed at any time in any order, but must be paid in advance.

*There is an **additional daily fee on holidays**. Please check our Facebook or contact us for the latest holiday rates.

DAY CARE & HOTEL REQUIREMENTS

- Boarding **payment is due upon drop-off** (check-in).
- **Booking must be done through Facebook messenger** to our page. Email is a valid alternative. Reasons for this booking method are explained in our FAQ.
- You need to provide any documents, records, or other proof of vaccination history. **Send us photos of your documentation or show us your health book in-store.**
- Photos/scans of your health book or documents may be sent by methods below:
 - Facebook - fb.com/SaigasHouse or 2. Email - contact@saigashouse.com.
- For the safety of other pets, we will only accept friendly (non-aggressive) dogs that have been **spayed or neutered**.
- For lunch and the dog's nap time, we are **closed 12:30pm to 1:30pm** everyday.
- Hotel **drop-off times are between 9am and 7pm only**. Avoid picking-up or dropping-off at busy hours for quicker service & a better experience. **Busy hours are 9am-10am and 4pm-6pm** due to feeding & walking our guests.
- Hotel **check-out time is before 2pm**, after 2pm, daycare rates will be applied.
- If you can not pick up your pup before closing time, we prefer you to come the next morning. **We close at 8pm Monday to Saturday, 6:30pm on Sunday.**
- In special circumstances, **late pickup can be arranged for an additional fee** (for hotel guests, the fee is one extra hotel day; daycare guests will be charged for one hotel day instead of daycare rates). If late, please keep quiet as it is a sensitive time for the dogs to rest and sleep - they should not be disturbed.
- **Our rates do NOT include food, please bring your own** food or purchase in-store. It is important that your dogs continue to eat the same diet (same brand of food) to avoid unexpected illness & stress from diet changes.
- **PLEASE read our FAQ before boarding**, there is important information discussed. It should be attached to this sheet, but can also be found on our website or Facebook.

WHAT ARE THE RISKS OF BOARDING MY DOG?

There are risks in any environment with multiple dogs and open play. Boarding your dog is similar to sending your child to daycare with other kids. **Accidents happen, and there is a possibility they can get sick or hurt.** We promise to do our best in preventing this from happening, but the risks are always there. This includes: nips, bites, scratches, injury, allergies, or stress-related illness (diarrhea, dehydration, etc.). I encourage you to do your own research for more information on these risks.

WHAT IS “KENNEL COUGH”?

Kennel cough is a term loosely used to describe a complex of respiratory infections—both viral and bacterial—that causes inflammation of a dog’s voice box and windpipe. It’s a form of bronchitis similar to a ‘cold’ in humans.

It is spread through the air, or coming into direct contact with another infected dog. Dog’s can catch “kennel cough” walking in their neighborhood, going to the pet store, the groomers, their vet, getting a drink of water from a public bowl, or their daycare/boarding facility. We have a variety of methods to prevent airborne illness from spreading, but **there is still a chance your pup could pick it up, even if vaccinated.**

If you suspect your dog is coughing and might have picked up a cough here, please do not hesitate to let us know right away, so we can take the necessary precautions to help stop the spread of it. It is highly contagious.

WILL MY DOG GET FLEAS OR TICKS?

Fleas and ticks are one of the highest priorities on our list of things to look out for here. We check dogs daily and will contact you if we find any on your dog. This way, we can treat with medicine immediately. In addition to the regular checks, we scrub our facility, wall-to-wall, with two special cleaners: Bayticol & a bioxide kennel cleaning solution. Both cleaners are safe to use around dogs, but will eliminate any tick, lice, fleas, and a variety of mites. Mainly, this helps to rid the crates and play areas of any eggs laid by the bugs.

However, **it is still possible for your dog to pick up fleas or ticks.** This is because the dogs go outside and can easily bring a bug back into our facility. Tick eggs are nearly microscopic and difficult to spot, as are very young-aged fleas and ticks. **We recommend all dogs to be on a flea and tick medication** to reduce the risk. Medications can be found as a collar, spot-on liquid drops, or chewable tablets.

WHAT HAPPENS IF MY DOG NEEDS TO SEE A VET?

We get to know your dog by spending our mornings, days and evenings with them. We notice when your dog’s personality changes or they don’t feel good... and we’ll take action when needed. **If your dog needs to see a vet, no matter what time, we will take them.** If your dog is injured or sick, we will ensure they are cared for. By default, we go to A.E.C. Pet Hospital here in District 7 for general check-ups. For larger issues, we travel to District 2 at Saigon Pet with our most trusted vet, Dr. Nghia.

When we think an animal is sick or injured, we will call the doctors for their recommendation. We then immediately contact you, or your emergency contact if you can’t be reached, and update you on the situation. If we cannot reach either you or your emergency contact, we will still get them the care they need. We prefer using our vets because we know the level of care they offer, they know how particular we are about our guests.

WHEN SHOULD I BRING MY DOG?

You may drop your dog off between **9 am** and **7 pm**, but mornings are best. It is our number one goal to provide a safe and stress-free environment for every dog that stays with us, not just yours. It is in our experience, that **dogs that arrive late (even the nicest of dogs) are disruptive to the positive social environment, causing stress and sometimes conflict** with the other dogs. The later in the day your dog is into their own daily routine, the harder it is for them to adjust once here. Every new dog that arrives, is another dog that our current guests have to welcome and adjust to. We want to set up every dog to have a good time, early drop-offs help that!

On another note, **9 am to 10 am** and **4 pm to 6 pm** are **busy hours** due to feeding & walking our guests (in addition to checking dogs in/out). To ensure a smoother experience and less waiting, we recommend **avoiding picking-up or dropping-off at these times**.

WHAT DO YOU MEAN BY 'CHECK OUT TIME IS AT 2PM'?

For hotel guests, our check-out time is at 2PM. This means that **any dogs that stay after check-out will be subject to daycare rates starting at 2PM**. For example, if you pick-up your dog at 6PM, then there will be a daycare charge for the four hours (from 2 to 6PM). If you cannot pick up your dog before closing time, we recommend you come to pick-up the next day.

WHY DO I HAVE TO BRING MY DOG'S FOOD, WHAT HAPPENS IF IT RUNS OUT?

Changing your dog's diet abruptly can upset their digestive system especially in a new environment. This can lead to your dog feeling ill, adding stress to their stay, and cause them to be uncomfortable or messy. **If you forget your dog's food, or your dog runs out of food, we will contact you immediately to purchase one of the foods at Saiga's House**. This purchase will be added to your bill. Please make sure you **DO NOT** change your dog's diet before they come to board with us or give them any human food prior to dropping them off. If your dog excessively soils the facility, it will increase the level of stress and risk of illness among other the dogs.

WHY DOES MY DOG NEED TO BE NEUTERED OR SPAYED?

We have experimented with accepting dogs that were not neutered or spayed, but this led to many complications in the facility. **Intact dogs and dogs in heat significantly increase the stress in other dogs**. Those that are normally playful and friendly, become very competitive & uncomfortable. Sometimes this brings out aggression in males who feel the need to compete with others for the female dogs. The female dogs then are constantly fighting off unwanted male attention. We want dogs to be comfortable and playful with us, so they can enjoy their stay.

WHY DO I NEED TO BOOK THROUGH FACEBOOK MESSENGER?

In our experience, phone reservations are too unreliable for exchanging information. Many of us communicate in a second-language, so it is better to have everything in writing. This allows us to keep a record of our communication and also allows us to send you photos/videos of your dog. If you do not have Facebook, email is an acceptable alternative, but note that we are less responsive through email.