



## Understanding Your Pup's Play Style

### Our Traffic Light System 🚦

Hi there!

At Newcastle Pet Resort, we want every pup to feel confident and safe during play time. Just like kids have different personalities at school, every dog has their own play style. That's why we use our simple "Traffic Light System" during your pup's Facility Entrance Assessment.

We really want to get to know your fur baby and understand exactly how they play, what makes them tick, and how we can help them thrive. Because #poochpriority means every pup gets the care they deserve.

### 🟢 GREEN means "Go!" - Your pup thrives here

Your good pup is not just suitable for our facility - they absolutely love it here! These are the dogs who:

- **Love making friends** and playing with others
- **Have beautiful manners** with both dogs and our Canine Carers
- **Listen well** and know when to take a break
- **Are responsive** to our Canine Carers
- **Go home tired, happy, and balanced** every day

*Green pups fit right into our NPR family from day one. They're the ones getting gold stars for being such good kids!*

## **YELLOW means "Go Slow" - We'll help them shine**

Your pup has great potential and social skills, but needs some guidance in certain areas. We see this as an opportunity to help them become their absolute best! Yellow pups might:

- **Have lots of energy** (the zoomies are real!) • **Get a bit too excited** with their friends • **Need confidence building** around new situations • **Require some homework** for mum or dad to practice at home • **Benefit from smaller playgroups** while they learn

**Here's exactly what this means for your family:** We create a special management plan just for your pup. Our experienced Canine Carers work with them throughout the day, teaching proper play manners and helping build their confidence. We may even suggest working with a trusted dog trainer to help your whole family succeed together.

*Because we provide this extra one-on-one attention and specialized care, there's an additional \$11 daily fee. During busy holiday periods, we may need to limit yellow pups to ensure everyone's safety - but we'll always discuss this with you first. We're family, and family talks things through together.*

## **RED means "Stop" - Let's find what's right for them**

I need to be honest with you - sometimes our social playgroups aren't the right fit for every pup, and that's completely okay! Red signal dogs might:

- **Feel overwhelmed** in group play situations • **Show stress signals** that tell us they're not comfortable • **Need a different type of care** than what we can provide • **Benefit from one-on-one training** before group socialization

**This doesn't mean they're a "bad dog" - not at all!** It just means they need different support than what our facility offers. We'll connect you with trusted dog trainers or behaviourists who specialise in helping dogs feel more confident.

*Remember, not all dogs are social on the level of group play, and that's perfectly normal. We want every pup to feel safe and happy, which is why we're honest about what's best for them.*

## **What Happens Next?**

After your pup's assessment, we'll have a chat about: • **Exactly what we observed** during their evaluation • **Which playgroup** would be perfect for them • **Any homework** to help them succeed even more • **How we can work together** as a family

Pictures tell a thousand words, so you'll see photos of your pup during their assessment day - because seeing them having fun (or needing extra support) says everything.

## Questions? We'd Love to Chat!

Have questions about your pup's assessment or what any of this means for your family? Call us on **0413 665 781** Monday-Thursday 7am-6pm & Friday 7am-5pm.

We really want to understand your family story - where you live, work, and what you need from us. Because understanding your whole family helps us give your pup the best care possible.

**We're family, and family helps family.** 🐾

*The NPR Family*

**Newcastle Pet Resort**

*"We are family. Confident pups, happy family."*

**#poochpriority #treatthemlikefamily #wegetyourpup**