



Jose Gonzalez,
Director of Guest Services

the wag way.

Last month, I talked about the many ways that Wag Hotels offers customized care for each of our guests, and how Wag's focus on customization ultimately provides a safer, healthier and happier environment for your pet. We at Wag know firsthand that no two pets are alike and, therefore, don't expect them to have the same preferences, routines and needs.

We also understand that Wag Care 360 (our industry-leading philosophy in pet care) means that no two customers are alike and that we need to take care of you – the pet owner and *your* individual needs and preferences. Taking care of our human clients is an important part of what we do. We specifically had both you and your pet in mind when we designed and developed our hotel/resort/doggie day care/grooming facilities and our unique services and amenities. Bottom line, we want to make your experience a happy one – just like your pets.

So, what are some of the outstanding, customer-focused features of our facilities and our services? Well, see for yourself:

- We have convenient drive through areas that allow you to quickly and safely drop off/pick up your loved ones;
- We have large and inviting reception areas for check in or pick up;
- Our boarding facilities are in convenient locations -- located near major highways/airports;
- Our full-service hotels are open 24 hours a day, seven days a week, 365 days a year so you can drop off, pick up or check in on your pet – ANY TIME;
- We have a dedicated reservation department to assist with reservations, vaccination records and any special requests you many have regarding your pet's stay;
- Our hotels offer different room sizes, feeding options and ancillary services so that you feel better about your pet's stay;
- We offer rooms with web cameras so you can check up on your dog during his/her stay;
- For all of our clients located northeast of Sacramento, we opened a new All Day Play Resort in Roseville that focuses on supervised All Day Play/Doggie Daycare

and grooming services. This location also offers boarding through our West Sacramento facility. Call us at 1.888.wag.line to find out more.

- We have web cameras in our All Day Play spaces so you can check up on your canine companions any time of the day;
- We offer grooming, bathing and other spa services at all of our facilities so we can take care of more of your pet's needs while he/she is visiting us.
- We make our very best attempt to make pricing easy and fair for you; and
- We offer frequent-guest pricing for clients that visit us often (whether it's for boarding, Day Stay or All Day Play) and try to find the best package for you.

And most importantly, we always want to hear from you. If there is something you're not happy with or something you don't absolutely love, we want to hear about it so we can immediately address your concerns. We want your Wag experience to be the *ultimate* experience.

Sincerely,
Jose