



Jose Gonzalez
Director of Guest Services

the wag way.

You barked, and we listened!

Wag Hotels is proud to inform you that we have redesigned our phone system in an effort to enhance direct communication between our clients and our staff. We read your surveys, took note of your feedback and decided to create a new way to answer all incoming calls.

While Wag Hotels is committed to taking the best possible care of your pet, we wanted to extend that service to you, the client. Our new arrangement allows for a live person to answer and direct your calls; therefore minimizing any time spent on hold or leaving a message. In the event leaving a message is necessary, we promise to return your call within 1 hour.

It is our goal to provide our clients with the highest level of customer service, and so we want you to know that we are here for you, day or night.

As we strive for perfection in our daily operations, we appreciate your continued support and encourage your feedback so Wag Hotels may continue to offer you and your pet the best possible experience.

All the best,
Jose

If you would like to send Jose a question about caring for your dog/cat,
please email him at info@waghotels.com.