



Jose Gonzalez,  
Director of Guest Services

the wag way.

As dog owners, dog lovers and dog caretakers, we understand the benefits of having a clean, well-groomed dog. We all love that first hug of a fresh, clean, fluffy pooch right after a groom or bath. But we also know that having a well-groomed dog is not just for our pleasure – it is first and foremost a great benefit to the dog. In fact, keeping a regular grooming schedule can keep your pet healthy and help to improve your dog's temperament.

The scoop:

An experienced, professional groomer can be the owner's first line of defense against unseen problems. Many dogs see their groomer six times a year or more, while only seeing their veterinarian one to two times a year. Groomers can spot any new skin problems, lumps, red or irritated ears, eye problems or even a single flea or tick that can lead to larger problems later.

In addition, the care provided through regular grooming helps a dog become more accustomed to touch and cultivates communication skills – teaching him/her how to communicate in an appropriate manner if a pet is in pain or anxious. Many dogs are uncomfortable having their ears or paws touched; and, long-haired dogs might shy away from people if they aren't brushed regularly and have painful mats. The lessons learned through grooming allow them to communicate in other situations – whether they are around new dogs, new people or even children.

Bottom line, grooming is an investment in your dog's well being that pays huge benefits for both dog and owner. At Wag Hotels, we strive to provide the best experience for your pet during his/her stay and look for ways to be your one-stop-shop to cover all of your pet's needs. In this regard, we have expanded the grooming-related services and packages offered by our three, full-time groomers at our hotel/resort locations.

Special offer for first time grooming/spa guests:

- 25% discount for all first grooms at any of our Wag Hotel/Resort locations. (Offer expires 3/31/2010.)

Refreshing spa visit for Extended Stays:

- Complimentary bath for stays of 7 nights or longer

Ongoing services and packages:

|   |  |         |
|---|--|---------|
| The Tune Up                                     | Nails trimmed and ears cleaned   | \$15    |
| The Bed & Bath Package <sup>1,2</sup>           | Discounted groom and/or bath with a boarding stay of two nights or longer  | 20% Off |
| The All Day Play & Groom Package <sup>1,2</sup> | Discounted groom and/or bath with an All Day Play visit  | 20% Off |
| Fresh & Clean Add-on                            | Teeth brushing and hair conditioner<br><small>Note: This is an add-on service to any complete groom or bath</small>  | \$15    |
| All Natural Bath                                | Oatmeal Shampoo & Oatmeal Conditioner<br><small>Note: This price is in addition to the base price of a regular bath</small>                                  | \$10    |
| Medicated Bath                                  | Medicated Shampoo & Conditioner<br><small>Note: This price is in addition to the base price of a regular bath</small>  | \$10    |
| Flea & Tick Free Bath                           | Flea & Tick Shampoo and go-home, single-application, spot-on treatment<br><small>Note: This price is in addition to the base price of a regular bath</small> | \$15    |

Meet our Groomers:

Our **Roseville Groomer, Carol Chadwick**, has been a groomer in the Roseville/Citrus Heights area for over 30 years. Originally the owner of Northwood Mountain Grooming, Carol is known to her clients as a devoted breeder of top winning German Shorthaired Pointers, along with her longtime love and dedication to the craft of dog grooming.

Our **San Francisco Groomer, Fatima Hernandez**, has been with Wag Hotels for the past year and a half. Working with pets has been her childhood dream; and, in 2006 that she discovered dog grooming - graduating from PetCo's grooming training program. Fatima enjoys spending one-on-one time with all the dogs and cats. Making them look and feel beautiful gives her great satisfaction. She loves what she does.

Our **Sacramento Groomer, Toni Ramirez**, has been grooming for more than eight years and joined Wag Hotels a little over a year ago. Toni's passion in life has always been working with animals and she maintains grooming has brought much joy to her. She also claims to "absolutely love" the Wag Hotels environment and the clients she serves.

Please call us at 888.wag.line (888 924-5463) to ask about our various grooming services or to make an appointment.

Sincerely,

Jose

<sup>1</sup>This package is not available: from Saturday, December 19 through Sunday, January 2; Martin Luther King Weekend or Valentine's Weekend.

<sup>2</sup>The discounts noted above cannot be combined with any other discount program for grooming services