



Jose Gonzalez,  
Director of Guest Services

the wag way.

Just like us, our pets have unique preferences, routines and needs that they've developed over time. And while some of these may simply be a manifestation of our love and devotion, others may be a critical component in maintaining their mental and physical well-being.

In this issue, I'll talk about the multitude of ways that Wag Hotels offers customized care; and, I'll explain how providing customized care provides a safer, healthier and happier environment for our guests and clients alike.

As fellow animal lovers and pet parents, we at Wag Hotels genuinely understand the importance of our pet's preferences, routines and special needs; things such as

- daily routines for sleeping, eating, and exercise to maintain consistency and mental and physical well-being;
- special needs for medication, special types of foods or foods prepared in a specific way for pets with certain preferences, sensitive stomachs or food allergies;
- certain preferences in playmates and play styles, and
- special requirements for a certain amount and/or type of exercise.

We at Wag know firsthand that no two dogs are alike. And therefore, don't expect two dogs to have the same preferences, routines and needs.

Below are some of the customized care options that Wag offers during any stay:

#### Customized Care

- We offer different sizes and styles of rooms, including luxury suites that offer All Day Play for free and allow customers to view their dog via a wagcam.

- We accommodate multiple pets from one family in larger rooms to help re-create their home environment. And, we offer discounts for multiple dogs within the same family.
- We offer a choice of either our house brand food or your pet's own food brought from home – at extra charge.
- And, we offer the choice to have meals served hot, cold, or mixed - and the choice to have meals served up to three times a day -- depending on your pet's preferences.
- We offer you the option of providing treats to your furry friends throughout their stay. A daily peanut butter Kong or bully stick is free for Deluxe Suite guests.
- We offer the administration of up to 5 medications, up to 4 times a day, at no extra cost.
- And, we give you a menu of daily activities such as All Day Play, one hour play times, swim time, Buddy Time or evening strolls.

#### Special Needs

- We offer our Specialized Care Program for pets with extra special needs. Many times, these pets are not eligible for boarding at other facilities.

#### Customized Services

- We offer services such as home pick-up or drop-off, 24/7/365 check-in/out at our Hotel locations, All Day Play camera access and phone access to check on your pet 24/7.
- We offer Frequent Wagger Packages and extended stay programs to fit your needs, lifestyle and pocketbook.

As you can see, Wag Hotels provides endless combinations of customized and personal care. With our menu of options and our dedication to providing the highest quality of care in a familiar and loving environment, we are confident your pet will have a safe, healthy and happy stay.

Sincerely,  
Jose