



September 11, 2007

To Our Valued Clients -

Thank you for choosing Play and Stay Pet Care Center. We appreciate your continued trust and support and we look forward to continuing to provide ongoing, personalized care for your pets. We believe we offer a quality service at extremely affordable prices. In an effort to hold pricing levels while providing the quality of service we are committed to uphold, we are implementing the following policy changes and clarifications. These revised policies are effective immediately.*

- ✿ Boarding checkout time is 12:00 noon. Additional play for dogs remaining on checkout day is available at a cost of \$15 per dog until 6:00 pm or \$20 per dog until 10:00 pm.
- ✿ Business hours are from 6:30 am to 10:00 pm, 7 days per week. Drop-offs or pick-ups outside of normal business hours (as early as 6:00 am or as late as 10:30 pm), must be arranged in advance, require prior approval, and is subject to a \$15 early/late fee. Pets remaining after 10:30 pm will be overnight guests of Play and Stay at standard boarding rates. The standard 12:00 noon check out time applies and additional playtime is available as outlined above.
- ✿ Daycare services are separate from boarding services. If your dog attends daycare, and an overnight stay is added for that night, both daycare and standard overnight fees apply. Daycare packages may not be applied to overnight boarding.
- ✿ Discounted daycare rates for additional dogs in the same family are only available for standard full-day daycare, not for hourly or half day rates.
- ✿ Multiple day packages may be used for any dog within a family. It is not necessary to purchase a separate package for each dog. Multi-day discount packages are not further discounted for multiple dogs.

*Services purchased at a discount prior to these changes and revisions will be honored in full.

Warmest Wags,

Dan Limer & Jodie Ellison
248-528-3844
1705 Austin Drive, Troy MI 48083
info@playandstaypetcare.com