



## PetSmart PetsHotel® Fact Sheet

The PetSmart PetsHotel is an interactive year-round overnight and day care service for dogs and cats. The hotels are located inside of more than 70 PetSmart stores in 24 states. A map of hotel locations is available at [www.petshotel.com](http://www.petshotel.com).

- The PetsHotel concept is raising the level of boarding services available to pets and their families by **servicing all the needs of a pet in a single location**. It recognizes that today's parents are applying many of the same techniques used in finding and evaluating child care to finding and evaluating pet care.
- Guests receive round-the-clock care by pet care specialists trained in the specific care requirements of dogs and cats. A veterinarian is on-call 24 hours per day and each pet's daily activities are documented on activity sheets called "Pawgress Reports"-- giving pet parents a detailed record of their pet's stay.
- Security is an issue taken seriously at the PetsHotel. The hotel is staffed 24 hours per day, so guests are always supervised. Every dog guest is given an individual I.D. collar at check-in, and as an added precaution, video cameras are located throughout each hotel. Also, the interior of every hotel is equipped with keypad entry double doors to help keep pets in and unauthorized people out.
- PetsHotel amenities are plentiful. Dogs can watch televisions tuned to animal programming, sleep on poochy cots, and take phone calls from pet parents at the "bone booth" (a.k.a. pet phone booth).
- Feline guests stay in private "Kitty Cottages" and enjoy personalized TLC time with our pet care specialists. And, there's no scent of the canine-kind around to disturb their peace; cat and dog areas have separate ventilation systems, preventing dogs and cats from picking up the other's scent.
- PetsHotel guests get lots of socialization during supervised play and treat times, where pets can indulge in dog-safe soft serve ice-cream and chew on toys oozing with flavored fillings.
- Guests have their choice of rooms, depending on their size, the size of the family (when more than one family pet is staying in the same room) and the amount of pampering preferred. PetsHotel offers Atrium dog rooms as well as suites and luxury packages with extra amenities.
- Each Hotel offers Doggie Day Camp, a childcare-like offering that gives dogs a safe, fun way to socialize, exercise and play under the supervision of our caring, safety-certified associates.
- Dogs and cats are welcome at PetsHotel, provided they have all necessary vaccinations, including rabies and bordetella every 6 months.

- Each hotel has anywhere from 20 to 25 associates and is anywhere from 5,000 to about 7,000 square feet.
- Average Rates:
  - Dogs: \$23-\$36/night dependent upon room type; Doggie Day Camp: \$20-\$25
  - Cat: \$14/night; \$12/Day Care
  - A la carte and add-on's: range from \$3 to \$16
- Room Stats: At its largest size, a PetsHotel has up to 120 atrium rooms, 25 suites, 12-14 kitty cottages, and up to four playrooms. Total capacity can be over 200 if rooms are doubled up with two canine family members.
- PetsHotel Build-out: We ended 2006 with 62 hotels and we expect to open 35 new hotels in 2007. The ultimate build-out is about 435 hotels, with 240 open by 2010.
- For more information, you can visit [www.petshotel.com](http://www.petshotel.com).