



## ***Introduction***

Welcome to the Glenpark Pet Hotel. We are a family run business residing on-site to provide your pet with love and care as “the next best place to home”.

We offer standard as well as luxury accommodations with amenity packages to suit individual preferences. All indoor and outdoor facilities are completely private and personal to your pet(s) during their stay with us.

Our aim is to keep your pet as close to the home routine as possible and will provide feeding, nature calls & exercise sessions scheduled around that.

As a new business (*just officially opened spring '09*) we look forward to future expansion of our services. For now we offer accommodations and grooming services for dogs only.

### **New clients please be sure to read thru and take note of:**

- our hotel-like check-in/check-out *Hours of Operation*
- *Vaccination proof requirements* for all pets entering the Hotel
- *Reservations/cancellation etc. policies*
- *Luggage from Home:* what to bring (and not to) for the benefit of our guests' health, wellness and safety
- *Guest Registration Form* (to be completed by new 1<sup>st</sup> time guests)

Safety and hygiene are of utmost concern for our guests as well as our staff. For that reason we do not allow our guests to “socialize” by sharing exercise areas. Daily caregiver 1-on-1 personalized “attention (or walk or play) sessions” as well as multiple feeding/snack times and nature call trips provide numerous interactions over the full course of the day. Perhaps in future we may offer this as an optional service – a well supervised session for regular guests who are pre-assessed as suitable and grouped accordingly for this level of interaction.

**FOR RESERVATIONS:** Please call us at (780)387-2343 or email us your reservation request by using the form on the website. We will then return call/email your confirmation. *All we need is:* your contact info, the dates check in/out, number of guestrooms/suites required, guest(s) name and age & breed/size.

**1<sup>st</sup> Time Guests** please complete our Guest Registration form where we collect all other info we need such as emergency contacts and usual care routines. We'll need this form at check-in time. You can complete it on the website and email it to us ahead or print it out to bring along at check-in. We will keep this form on file for future visits and you can update the information as required.