

Janry Pet Resort

Sales Manual

2021

Address:

470 State Route 173
Stewartsville NJ 08886

Phone: 908-479-6132

Fax: 908-479-1215

E-mail: Followup@janrypetresort.com

Website: Janrypetresort.com

Jane: 908-339-1384

Anthony: 908-339-1378

Eileen : 908-343-6237

Eliud: 908-892-5082

Liane: 908-328-6907

Darwin: 484-627-1386

Greenwich Police: 908-454-1010

Stewartsville Fire: 908-454-8654

New Customer Script

I will be happy to check for availability, I will just need a little more information about you and *your pet*--your last name spelled please *(repeat spelling)*

- And your first name? Thanks ***(repeat name)***.
- Is there another owner you would like to put on the file?
- How did you hear about us?
- Great and your home address including city and zip code.
- And your cell phone number with area code first please ***(repeat phone number)***.
- Perfect! And **(2nd owners}** cell phone, ***(repeat phone number)***. Thank you.
- And your email address ***(read email back to customer)***.
- Wonderful--now about your pet:

- Your pet's name? Aww, what a great name.
- What breed is s/he? Oh we love **(breed)**!
- What color?
- Male or Female?
- Is he neutered /Is she spayed?
- What is **(pet's name)** date of birth or approximate age?
- Perfect. And approximately how much does **(pet's name)** weigh?
- Great. Who is his/her veterinarian?
- Has **(pet's name)** stayed anywhere else before?
- I know s/he's just going to love it here. And how is **(pet's name)** overall health?
- Wonderful...and how about temperament?
- Awesome. Has s/he ever shown any dog aggression?
- What about aggression towards people or strangers?
- Is s/he an escape artist or does he/she like to dig?
- Anything else we should know about **(pet's name)**?

Great, I'm sure you interested in learning about Janry Pet Resort.

Here are just a few of the reasons we are known as this area's premier pet resort...

- Janry's owners have been caring for pets for **over 37 years** with the intention of providing pets the **same level of comfort, safety and love that they receive from you at home.**
- Our experienced & passionate staff strictly adheres to the **highest standards of care.**
- We are located on **5 ½ beautifully manicured country acres** with **professionally landscaped gardens, wooded nature trails and large grassy play areas for romping.**
- And we are **highly recommended by many leading local veterinarians.**

DOGS

(Pet's name) will relax in our **climate controlled environment** with **soothing music playing throughout** and settle in for a **cozy night's sleep on a dog bed with blankets and clean linen service 2x per day.**

- o **Meals are served 2 times per day.** We use 4Health brand or you are welcome to bring food from home. We ask that if you bring your own food from home that you pack it into individual servings so that we can keep them on exactly what you feed at home. We do have a refrigerator that we can store any open cans or homemade food for your pet.

All of that is included in our standard lodging for only _____ per night.

Weight	1 Dog	2 Dogs (Same Suite)	3rd or More(Same Suite)
0 - 40	\$ 41	\$ 39 per dog	\$ 36
41 - 80	\$ 43	\$ 31 per dog	\$ 37
81 - 100	\$ 47	\$ 45 per dog	\$ 42
101+	\$ 51	\$ 49 per dog	\$ 46

The **health and well-being** of each pet that visits Janry Pet Resort is our **primary focus.** **Studies and our experience have shown that high levels of physical activity and interaction result in happier, healthier dogs, especially when they are away from home.** So we created four activity packages that you can choose from for **(pet's name).**

Our Most Inclusive Package is our **Platinum Package** which includes:

- **4 Nature Walks or Playtimes** - Nature walks are on-leash walks. Your pet will stroll through our wooded nature trail one-on-one with a team member. Play times are off-leash. They can be group or private play-times. All dogs in group have been evaluated and approved for group by our Senior Staff. Our groups are hand-picked to accommodate many different personalities.
- **1 Extra Business Walk** - A business walk is a short leash walk later in the evening so they can do their business and stretch their legs before bed.
- **A Gourmet Treat** - Who doesn't love a treat? Our gourmet "comfort" treats are usually something like mashed potatoes and chicken in an ice cream cone or a milk bone slathered in peanut butter. Yum!
- **A Full Body Massage** - A relaxing full body massage from snout to tail.
- **A cushioned bedding upgrade** - We will upgrade your pup's blankets to something SUPER soft and snuggly.
- **Tuck in & Cuddle Service** - One of our staff members will come into his suite at the end of the night to tuck your pooch in and love him up before he gets a good night's rest.
- **Free Nail Trim or with the Purchase of 3 or more Platinum Packages a Free Bubble Bath** - A bubble bath with a blow out and 5 minute brush out or choose a free Nail Trim for your pup.
- **An Emailed Photo and update at the end of the day (Eastern Standard Time)** - An emailed photo and update will be sent to your email when the Platinum Package is scheduled to let you know all about your pup's adventures and new friends!

All of this for only \$49.00/day in addition to the nightly lodging fee.

Our 2nd package is our **Golden Paw Print Package** which includes:

- 3 Nature Walks or Playtimes,
- 1 extra business walk,
- 1 Gourmet Treat,
- A full body massage,
- A cushioned bedding upgrade
- and a cuddle and tuck in service

All of this is only \$41 /day in addition to the nightly lodging fee.

Our 3rd package is the **Silver Collar Package** which includes

- 2 Nature Walks or Playtimes,
- 1 extra Business Walk,
- 1 Gourmet Treat
- and a cushioned bedding upgrade.

All of this is only \$28/day in addition to the nightly lodging fee

Our basic package is our **Bronze Bone Package** which includes

- 1 Nature Walk or Playtime,
- 1 extra Business Walk
- and a Gourmet Treat

and this is only \$20/day in addition to the nightly lodging fee

Which of these Packages would you like to add to your pets reservation?

Puppy Packages

Puppy packages are for dogs under 1 year of age

The First package is our **VIP Puppy Package*** which includes

- 4 Nature Walks or Playtimes
- 2 Business Walks
- Gourmet Treat
- Introduction to Group Socialization Training - Our trainer will assist your pup in learning how to read the body language of the other dogs while in group play and to know how to appropriately play with the other dogs.
- Cuddle Time
- Extra Meal (If necessary)
- Cushioned Bedding Upgrade
- An Emailed Photo and update at the end of the day (Eastern Standard Time)
- An emailed photo and update will be sent to your email when the Platinum Package is scheduled to let you know all about your pup's adventures and new friends!

All of this is only **\$49/day** in addition to the standard nightly lodging rate

The Second package is our **VIP Puppy Package*** which includes

- 2 Nature Walks or Playtimes,
- 3 extra Business Walks,
- an Extra Meal if needed,
- 1 Gourmet Treat
- Introduction to Group Socialization Training - Our trainer will assist your pup in learning how to read the body language of the other dogs while in group play and to know how to appropriately play with the other dogs.

All of this is only **\$39/day** in addition to the standard nightly lodging rate

We also offer a **Pampered Puppy Package*** which includes

- 2 Nature Walks or Playtimes,
- 3 Business Walks,
- and an extra meal if needed
- Cushioned Bedding Upgrade

for only **\$31/day** in addition to our standard nightly lodging rate.

Senior Packages

****Any Senior Dog above 10 years of age may be required to purchase an Senior Care package based on their needs and required level of care.****

We offer a **Senior Care Level #2*** that includes

- 1 Nature Walk w/Assistance
- 3 Business Walks w/Assistance
- Full Body Massage
- Cushioned Bedding Upgrade
- Medication (up to 2x per day)
- An Exit Bath upon departure

This is only **\$39/day** in addition to the standard nightly lodging rate.

We offer a **Senior Care Level #1*** that includes

- 1 Nature Walk w/Assistance
- 2 Business Walks w/Assistance
- Full Body Massage
- Cushioned Bedding Upgrade
- Medication (up to 2x per day)

This is only **\$31/day** in addition to the standard nightly lodging rate.

Great! We do have availability for **(pet's name)** .

To ensure the health and safety of all the pets that stay with us we require that **(Pet's name)** be up to date on his/her **Rabies, Bordetella, and Distemper vaccinations**. You can bring the record in with you or have your vet fax/email it straight to our office.

Fax Number: 908-479-1215

Email: followup@janrypetresort.com

GROOMING

Now, I'm sure that you want (Pet's Name) to have a bubble bath before you pick up so that they're smelling sweet and ready to jump right in the sheets when you get home!

Our bubble baths include:

Full Bubble Bath	Nail Trimming
Blow Out	Ear Cleaning
Coat Conditioner	Full Body Massage

“Would you like (pet's name) to have a Full Groom or just a Bubble Bath before s/he goes home?”

See Appendix for Full Groom and Bath Price **Estimates**

Nail Trim : \$15.00 Tooth Brushing: \$10.00 (\$5.00 Bubble Gum Club)

Perfect! We are all set then! I have you on from (DATE) to (DATE). Again, my name is _____. Please let me know if there is anything else I can do for you.

Thank you for choosing Janry Pet Resort and we look forward to meeting you and (pet's name)!

CATS

(Pet's name), will relax in the comfort of our **climate controlled, cozy environment**. **Dry food is available at all times** and **moist meals are served 2 times per day**. We have a variety of food to make any kitty happy, or you are welcome to bring food from home.

- o Our **Luxury suites are beautiful, handmade, solid oak suites that offer 48 sq. ft of space** for your kitty to stretch out in.
 - The first floor is an **elimination area**,
 - the 2nd floor is for **play** and the
 - 3rd floor is **the kitty bedroom equipped with a 4-post bed a personal tablet** that plays cat-friendly videos and soothing music.
- o Our **Standard suites** are multi-level wire enclosures with the first floor elimination area and three additional lamb's wool levels for jumping about or resting.

All of that is included in our standard lodging for only _____ per night.

Suite	1st Cat	Additional Cats
Standard Suite	\$30	\$27
Luxury Cat Suite	\$36	\$33

The **health and well-being** of each pet that visits Janry Pet Resort is our primary focus. **Studies and our experience have shown that high levels of physical activity and interaction result in happier, healthier pets, especially when they are away from home.** So we created a couple of activity packages that you can choose for (pet's name).

Cat Activities and Packages

Platinum Purr Package includes the following:

- 2 Individual Tailored Playtimes
- 2 Gourmet Treats – “Sitting on the Ritz”
- 1 Full Body Massage
- 1 Bedding Upgrade
- 1 Cuddle Time and Tuck-In Service

can receive all of this for ... only \$25 per day in addition to standard lodging rate.

Customized Kitty Packages

3/day - \$18

2/day - \$14

1/day - \$8

Cuddle Time

Laser Show with Catnip

Gourmet Treat ~ “Sitting on the Ritz” (Crabmeat, Shrimp, Salmon, or Tuna served 2 times daily)

Full Body Massage

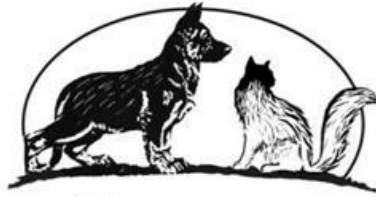
Tuck in service

Which of these activity packages is best for you and (pet’s name)?

Great! We do have the room **(pet’s name)**.

Now to ensure the health and safety of all the pets that stay with us we require that **(pet’s name) vaccinations** Rabies and Feline Distemper vaccinations are current.

Perfect! We have you on for (DATE) to (DATE). Thank you for choosing Janry Pet Resort and we look forward to meeting you and (pet’s name)!



JANRY
PET RESORT

908-479-6132

**For the
Mental & Physical
Well Being of
Every Dog...**

**Daily Activities are
Mandatory on all
Lodging Stays
over 24 Hours.**

About Janry Pet Resort

Janry Pet Resort has been serving the Tri-State area since 1982 offering lodging, grooming, doggie daycare and training.

Our passionate staff strictly adhere to the highest standards of care with the intention of providing pets the same level of comfort, safety and love that they receive at home.

Janry Pet Resort has 5 1/2 beautifully manicured acres that are totally fenced in for your pet's safety. The professionally landscaped gardens, wooded nature trails and large grassy play areas allow any dog staying with us areas to romp and run, watch the birds, bunnies and chipmunks, or sit on a warm lap and get lots of hugs and kisses. No matter what service your pet is taking part in, while staying at Janry Pet Resort, they will be cared for by passionate and loving staff who will try to make their stay as similar to home as possible.

Our Grooming Salon, open 6 days a week (closed Wednesday) is here to pamper your pup with a day at the Spa, with every bath or groom, your pup will also receive a mani and pedi before heading back home. Ask your groomer about additional services to add that will relax and rejuvenate your dogs mind and soul.

Overnight Pricing

DOGS

	1 Dog	2 Dogs Lodge Together	3rd Dog Lodge Together
0-40lbs.	\$41	\$39 + \$39	\$36
41-80 lbs.	\$43	\$41 + \$41	\$37
81-100 lbs.	\$47	\$45 + \$45	\$42
101+ lbs.	\$51	\$49 + \$49	\$46

CATS

	1 Cat	2 Cats (lodge together)	3rd Cat (lodging together)
Standard	\$30	\$27 + \$27	\$25
Luxury	\$36	\$33 + \$33	\$31

BIRDS

Own Cage	\$35
Rented Cage	\$42

EXOTICS

Own Cage	\$30
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Medication

Pills	\$2 per administration
Ear Drops	\$3 per Administration
Eye Drops	\$3 per Administration
Insulin Injections	\$7 per Administration
Ointment	\$2 per Administration
Chemotherapy Pills	\$5 per Administration

Misc Charges and Upsells

Cuddle Time	\$10
Photo Update	\$10
Email Update	\$5
Email Photo & Update	\$15
Transportation Fee	\$1.25/mile (\$15 min)
Veterinary Transportation	\$59.00
Teeth Brushing	\$10.00
ToothBrush Club	\$5.00
Nail Trim	\$15.00
Flea & Tick Application	\$7.00

Dog Boarding Packages

Platinum Package

- **4 Nature Walks or Playtimes** - Nature walks are on-leash walks. Your pet will stroll through our wooded nature trail one-on-one with a team member. Play times are off-leash. They can be group or private play-times. All dogs in group have been evaluated and approved for group by our Senior Staff. Our groups are hand-picked to accommodate many different personalities.
- **1 Extra Business Walk** - A business walk is a short leash walk later in the evening so they can do their business and stretch their legs before bed.
- **A Gourmet Treat** - Who doesn't love a treat? Our gourmet "comfort" treats are usually something like mashed potatoes and chicken in an ice cream cone or a milk bone slathered in peanut butter. Yum!
- **A Full Body Massage** - A relaxing full body massage from snout to tail.
- **A cushioned bedding upgrade** - We will upgrade your pup's blankets to something SUPER soft and snuggly.
- **Tuck in & Cuddle Service** - One of our staff members will come into his suite at the end of the night to tuck your pooch in and love him up before he gets a good night's rest.
- **Free Nail Trim or with the Purchase of 3 or more Platinum Packages a Free Bubble Bath** - A bubble bath with a blow out and 5 minute brush out or choose a free Nail Trim for your pup.
- **An Emailed Photo and update at the end of the day** (Eastern Standard Time) - An emailed photo and update will be sent to your email when the Platinum Package is scheduled to let you know all about your pup's adventures and new friends!

All of this for only **\$49.00/day** in addition to the nightly lodging fee.

Golden Pawprint Package

- 3 Nature Walks or Playtimes,
- 1 extra business walk,
- 1 Gourmet Treat,
- A full body massage,
- A cushioned bedding upgrade
- and a cuddle and tuck in service

All of this is only **\$41 /day** in addition to the nightly lodging fee.

Silver Collar Package

- 2 Nature Walks or Playtimes,
- 1 extra Business Walk,
- 1 Gourmet Treat
- and a cushioned bedding upgrade.

All of this is only **\$28/day** in addition to the nightly lodging fee

Bronze Bone Package

- 1 Nature Walk or Playtime,
- 1 extra Business Walk
- and a Gourmet Treat

and this is only **\$20/day** in addition to the nightly lodging fee

Platinum Puppy

- 4 Nature Walks or Playtimes
- 2 Business Walks
- Gourmet Treat
- Introduction to Group Socialization Training - Our trainer will assist your pup in learning how to read the body language of the other dogs while in group play and to know how to appropriately play with the other dogs.
- Cuddle Time
- Extra Meal (If necessary)
- Cushioned Bedding Upgrade
- An Emailed Photo and update at the end of the day (Eastern Standard Time) - An emailed photo and update will be sent to your email when the Platinum Package is scheduled to let you know all about your pup's adventures and new friends!

All of this is only **\$49/day** in addition to the standard nightly lodging rate

VIP Puppy Package

- 2 Nature Walks or Playtimes,
- 3 extra Business Walks,
- an Extra Meal if needed,
- 1 Gourmet Treat
- Introduction to Group Socialization Training - Our trainer will assist your pup in learning how to read the body language of the other dogs while in group play and to know how to appropriately play with the other dogs.

All of this is only **\$39/day** in addition to the standard nightly lodging rate

Pampered Puppy Package

- 2 Nature Walks or Playtimes,
- 3 Business Walks,
- and an extra meal if needed
- Cushioned Bedding Upgrade

for only **\$31/day** in addition to our standard nightly lodging rate.

Senior Care Level #2

- 1 Nature Walk w/Assistance
- 3 Business Walks w/Assistance
- Full Body Massage
- Cushioned Bedding Upgrade
- Medication (up to 2x per day)
- An Exit Bath upon departure

This is only **\$39/day** in addition to the standard nightly lodging rate.

Senior Care Level #1

- 1 Nature Walk w/Assistance
- 2 Business Walks w/Assistance
- Full Body Massage
- Cushioned Bedding Upgrade
- Medication (up to 2x per day)

This is only **\$31/day** in addition to the standard nightly lodging rate.

CAT BOARDING PACKAGES

Platinum Purr Package includes the following:

- 2 Individual Tailored Playtimes
- 2 Gourmet Treats – “Sitting on the Ritz”
- 1 Full Body Massage
- 1 Bedding Upgrade
- 1 Cuddle Time and Tuck-In Service

can receive all of this for ... only \$25 per day in addition to standard lodging rate.

Customized Kitty Packages

3/day - \$18

2/day - \$14

1/day - \$8

Cuddle Time

Laser Show with Catnip

Gourmet Treat ~ “Sitting on the Ritz” (Crabmeat, Shrimp, Salmon, or Tuna served 2 times daily)

Full Body Massage

Tuck in service

Dog Daycare

Here at Janry Pet Resort, we take great pride in our social times, whether it is during doggie daycare or in group play during a lodging stay. Dogs are social by nature and, just like humans, most thrive on love, attention, and interaction. We offer supervised off-leash play times in custom tailored groups or private play times designed to meet the needs of every pet:

- **Complimentary 1st Day** –We would like your pup to have a chance to come in and meet the staff as well as some of our “regulars” in Doggie Daycare. This is a great opportunity for them to come in, sniff around, and become familiar with the daily routine. These days are typically used for Group Play Evaluations. All pups in group play *must* be evaluated by our staff before being assigned to an appropriate group.
- **Customized Play Times**—Our staff knows that play time is extremely important for a healthy, happy dog. We provide new and interesting activities regularly to keep you pup interested and enriched.
- **Supervised Group Play**—In a controlled environment with off-leash play, dogs and puppies learn social skills, they expend their pent-up energy, and they learn to become a more relaxed, well rounded, better behaved dog.
- **Private Daycare Available!**—Private play times are a fantastic option for pups who prefer the company of people. Our Camp Counselors will ensure that your pooch has a howlin’ good time while playing Frisbee or just enjoying the sunshine!
- **Drop-Off as early as 6AM** (7AM on Saturday and Sunday)
- **Pick-Up as late as 7PM** (6PM on Saturday and Sunday)

	1st Dog	2nd Dog	3rd Dog
Full Day Daycare	\$31	\$23	\$23

Daycare Evaluation/Complimentary Day

Tuesdays, Wednesday or Thursdays

- Maximum of 3 evaluations on each day
- Minimum of 4 hours or can stay all day
- Intact Male and Female Dog Stipulation
 - Males - No Dominant Behavior
 - Females - Not in season

What happens on the Evaluation/Complimentary Day

- Meet all the Staff/Counselors
- Explore all the play yards and Nature Trail
- Group play evaluation
 - Each dog that is being evaluated is taken and introduced to 1 or 2 other dogs through the fence, off leash.
 - If positive body language is observed then the gate is opened for the dogs to meet each other off leash
 - Neutral Body Language is observed the dogs are leashed and allowed to meet and smell each other on leash to observe a change in body language
 - Negative Body Language the pup is taken for a walk and tried a second time.
 - Second time Negative body language the dog is played with by the counselors only
 - A second day of daycare is set up just in case it is nervousness that is affecting the dog.

Daycare Groups and Important Points about Dog Daycare

Daycare Groups

- Small Group - small dogs with low and medium energy
- Medium Group - Small high energy dogs and big low energy dogs
- Big Group - High Energy Big dogs
- Firecracker Group - Super High energy big dogs
- Individuals - We love people and don't care for other dogs

*Please remember dogs are allowed to have bad days and may be approved for group but on a particular day they may just want to be with the staff/counselors

*Changes at home: i.e. Kids going back to school, kids going to college, new jobs, construction, new family members or any other changes no matter how small may affect dogs, if we see any changes in your dog's behavior we may ask questions to see what may have changed at home so that we may help them adjust at school

*Intact male dogs behavior may change between 6 months old and 12 months old. We may speak with you about when and if neutering your pup is planned. We will work with your pup as long as possible to keep them in group but they may need to be removed from group play until they are neutered. Once they are neutered we will do our best to reintroduce them into group but can not make any guarantees that they will want to be back with the other dogs.

Dogs are allowed to not get along with other dogs, many factors play a roll in the comfort level dogs have around other dogs. The decisions we make are for the comfort of each dog individually, we want them to be happy and stress free while they are with us and will do everything in our power to make that a reality for them.

Daycare 10 pack

- Buy 9 and get the 10th Free
- Valid 7 days/week
- 365 day expiration

1 Dog	\$280
2 Dogs	\$511
3 Dogs	\$742

Monthly Membership

- Unlimited Daycare Monday through Friday
- 3 Month Commitment
- 30 day cancellation policy
- CC on file charged the 1st of every month
- No roll-over on unused days

1 Dog	\$383
2 Dogs	\$644
3 Dogs	\$903

Daycare Holiday Parties

Holiday Parties

Valentines Day

Easter - Pics with Easter Bunny

Halloween

Christmas - Pics with Santa

Holiday Parties include

Printed framed pictures to take home

Goody bag of Treats

Fun Games

Contests

Crafts

1st Dog Price in addition to daily
daycare price

\$19.95

2nd Dog Price in addition to daycare
price

\$10.95

Daycare Party Script outbound calls

Hi this is _____ from Janry Pet Resort. How are you?

I'm calling to let you know about our next fun filled party we are having in daycare.

(Tell them the name of the party- when it is - & the details of the party)

We would love to have _____ be a part of all of the fun & activities. It's only \$19.95 in addition to your standard DC visit.

Should I go ahead & set him/her _____ up for the party? I'm sure all of his/her friends are looking forward to hanging out w/him/her for the day.

Awesome, I'm so excited he/she is coming to the party I will tell all of the team members because I know THEY will be just as excited as I am. Have a GREAT day!

Daycare Birthday Party - \$199.00

- Custom Homemade Cake
- Goody Bags for all pups in Daycare
- Birthday Presents for Birthday Pup
- Framed Picture for Birthday Pup
- Pictures of all Daycare pups with party hats

Grooming

Groom prices may vary based on size, coat condition, coat length, and disposition. You may call and speak to a reservation specialist to get an estimate on pricing. Please keep in mind that the most accurate price-estimate will come from your groomer at the time of drop-off.

Full Groom

- Bubble Bath
- Condition
- Relaxing Body Massage
- Blow Dry Hair
- Brush Out
- Hair Cut over entire body
- Ear Cleaning
- Nail Trimming

Bath n Neaten

- Bubble Bath
- Condition
- Relaxing Body Massage
- Blow Dry Hair
- Brush Out
- Hair Cut over part of the body
- Ear Cleaning
- Nail Trimming

Wash n Wear

- Bubble Bath
- Condition
- Relaxing Body Massage
- Blow Dry Hair
- Brush Out
- Ear Cleaning
- Nail Trimming

Economy Bath

- Bubble Bath
- Condition
- Relaxing Body Massage
- Blow Dry Hair
- 5 minute Brush Out

Daycare Full Groom/Bath & Neaten/Wash & Wear/Econ Bath

- Bubble Bath
- Condition
- Relaxing Body Massage
- Blow Dry Hair
- Brush Out
- Hair Cut (for Full Groom or Bath&Neaten)
- Ear Cleaning
- Nail Trimming

Price is \$15 in addition to the Groom Price

Pup will play all morning and between 12pm-1pm will head into grooming, pickup time would be after 4pm

Platinum/Senior Care Package Bath

- Included with a minimum purchase of 3 Platinum packages or Senior Care Level #2 packages during lodging stay
- Bubble Bath
- Condition
- Relaxing Body Massage
- Blow Dry Hair
- 5 minute Brush Out

Grooming AlaCarte

Teeth Brushing	\$10.00
ToothBrush Club	\$5.00
Nail Trim	\$15.00
Flea & Tick Application	\$7.00

Spa Membership

Ask about priority booking and FREE daycare with a Spa Membership!

Memberships are complimentary, and include:

- Priority appointments scheduled in advance every 4-6 weeks.
- Curb-Side Service
- Morning Daycare consisting of group or private play times
- Mid-Day Siesta
- Gourmet Treat at “Yappy Hour” · Bubble bath, full body massage, coat conditioner, blow dry, ear cleaning, and nail trimming
- Afternoon business walk before pick-up
- If 3 appointments are missed with no contact “NoShow” customer will no longer be able to take advantage of being a Spa Member

TheraClean

- Microbubble Bathing System
- SEE APPENDIX FOR THERACLEAN

Appendix

Full Groom Price List

Groom Estimate Prices

All prices starting estimates and are subject to changes based on SIZE, COAT CONDITION AND DISPOSITION. Dematting needs to be discussed with the groomers at the time of estimate or upon drop off and may affect the price. All grooms and baths include full body massage, coat conditioner, ear cleaning, and nail trimming.

A

Affenpincher	\$55 +
Afghan Hound	\$95 +
Airdale	\$85 +
Hand stripping	\$170 +
Akita	\$75 +
Alaskan Malamute	\$95 +
American Eskimo	\$60 +
American Staffordshire Terrier	\$55 +
American Water Spaniel	\$75 +
Anatolian Shepherd	\$75 +
Australian Cattle Dog	\$55 +
Australian Shepherd	
Small B/N	\$55 +
Med B/N	\$65 +
Large B/N	\$75 +
Australian Terrier	\$55+
Hand stripping	\$120 +

B

Basenji	\$50 +
Basset Hound	\$60 +
Beagle	\$45 +
Bearded Collie	\$75 +
Beauceron	\$70 +
Bedlington Terrier	\$65 +
Belgian Malinois	\$70 +
Belgian Sheep Dog	\$75 +
Belgian Tervuren	\$75 +
Bernese Mountain Dog	
Small	\$85
Large	\$100 +
Bichon Frise	\$70 +
Black Russian Terrier	\$95 +
Hand stripping	\$175 +
Bloodhound	\$70 +
Border Collie	\$65
Border Terrier	\$55 +
Borzoi	\$85 +
Boston Terrier	\$40 +
Bouvier Des Flanders	\$95 +
Boxer	\$50 +
Briard	\$95 +
Brittany	\$55 +
Brussels Griffon	\$55 +
Hand stripping	\$120 +
Bull Terrier	\$55 +
English Bulldog	\$60 +
Bull Mastiff	\$70 +

C

Cairn Terrier	\$60 +
Hand stripping	\$140
Canaan Dog	\$55 +
Cane Corso	\$75 +
Cavalier King Charles Spaniel	\$60 +
Cesky Terrier	\$65 +
Chesapeake Bay Retriever	\$70 +
Chihuahua	
Short Hair	\$35 +
Long Hair	\$45 +
Chinese Crested	
Hairless	\$35 +
Powder Puff	\$65 +
Chinese Shar Pei	\$65 +
Chiweenie	
Short Hair	\$40 +
Long Hair	\$50 +
Chow Chow	\$85 +
Clumber Spaniel	\$65 +
Cockapoo	\$65 +
Cocker Spaniel	\$75 +
Collie (Full size-long hair)	\$85 +
Coonhound	\$55 +
Corgi	\$60 +
Curly Coated Retriever	\$65 +

D

Dachshund (Smooth Coat)
Short _____ \$40 +
Long _____ \$55 +
Dachshund (Wired Hair) _____ \$55 +
Hand Stripping _____ \$120 +
Dalmatian _____ \$60 +
Dandie Dinmont Terrier _____ \$65 +
Doberman Pincher _____ \$65 +
Miniature Pinscher _____ \$40 +
Dogue de Bordeaux _____ \$70 +

E

English Cocker Spaniel _____ \$70 +
English Setter _____ \$75 +
English Springer Spaniel _____ B/N _____ \$60 +
Full _____ \$70 +
English Toy Spaniel _____ \$60 +

F

Field Spaniel _____ \$65 +
Finnish Lapphund _____ \$70 +
Finnish Spitz _____ \$60 +
Flat Coated Retriever _____ \$70 +
Fox Terrier (Wire Haired) _____ \$60 +
Hand stripping _____ \$120 +
French Bulldog _____ \$40 +

G

German Shepherd Dog _____ \$70 +
German Shorthaired Pointer _____ \$55 +
German Wired-Haired Pointer _____ \$60 +
Hand stripping _____ \$160
Glen of Imaal Terrier _____ \$65 +
Hand stripping _____ \$120 +
Goldendoodle _____ \$95 +
Mini Goldendoodle _____ \$70
Golden Retriever
B/N _____ \$60 +
Full _____ \$70 +
Gordon Setter _____ \$75 +
Great Dane _____ \$75 +
Great Pyrenees _____ \$100 +
Greater Swiss Mountain Dog
Small _____ \$65 +
Large _____ \$80 +
Greyhound (Full size) _____ \$65 +
Harrier _____ \$60 +
Havanese
B/N _____ \$55 +
Full _____ \$65 +
Hounds (Redbone, Blue Tick, Fox) _____ \$60 +

I

Ibizan Hound	\$50 +
Icelandic Sheepdog	\$70 +
Irish Setter	\$75 +
Irish Water Spaniel	\$85 +
Irish Wolfhound	\$90 +
Hand stripping	\$210 +
Italian Wolfhound	\$90 +

J

Japanese Chin	\$55 +
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K

Keeshound	\$75 +
Kerry Blue Terrier	\$75 +
Komondor	\$70 +
Kuvasz	\$85 +

L

Labradoodle	\$85 +
Labrador Retriever	\$70 +
Lakeland Terrier	\$65 +
Hand stripping	\$120 +
Leonberger	\$95 +
Lhasa Apso	\$65 +
Lowchen	\$55 +

M

Maltese	\$60 +
Maltipoo	\$60 +
Manchester Terrier	\$40 +
Mastiff	
Bull	\$75 +
English	\$80 +
Neapolitan	\$90 +
Tibetan	\$100 +
Miniature Pincher	\$35 +

N

Newfoundland	\$95 +
Norfolk Terrier	\$55 +
Hand stripping	\$120 +
Norwegian Elkhound	\$75 +
Norwich Terrier	\$55 +
Hand stripping	\$120 +
Nova Scotia Duck Tolling Retriever	\$55 +

O

Old English Sheepdog	
B/N	\$85 +
Shave Down	\$95 +
Otterhound	\$75 +

P

Papillon_____ \$55 +

Jack Russell Terrier_____ \$45 +

Hand stripping_____ \$120 +

Peekapoo_____ \$55 +

Pekingese_____ \$55 +

Petit Basset Griffon Vendeen_____ \$60 +

Pharaoh Hound_____ \$55 +

Plott Hound_____ \$65 +

Pointer

Smooth coat_____ \$60 +

Wire haired_____ \$60 +

Polish Lowland Sheep Dog_____ \$95 +

Pomeranian _____ \$60 +

Poodle

Standard_____ \$90 +

Mini _____ \$65 +

Toy_____ \$60 +

Portuguese Water Dog_____ \$85 +

Pug_____ \$50 +

Puggle_____ \$50 +

Puli_____ \$60 +

Pyrenean Shepherd_____ \$60 +

R

Rhodesian Ridgeback_____ \$70 +

Rottweiler_____ \$70 +

S

Saint Bernard

B/N _____ \$95 +

Shave Down _____ \$110 +

Saluki _____ \$65 +

Samoyed _____ \$85 +

Schipperke _____ \$55 +

Shih Tzu _____ \$50.

TO \$60.ish

Schnauzer

Giant _____ \$90 +

Standard _____ \$75 +

Miniature _____ \$65 +

Hand stripping (Giant) _____ \$200 +

Hand Stripping (Standard) _____ \$160 +

Hand Stripping (Miniature) _____ \$120 +

Schnoodle _____ \$65 +

Scottish Deer Hound _____ \$85 +

Hand stripping _____ \$160 +

Scottish Terrier _____ \$65 +

Hand stripping _____ \$140 +

Sealyham Terrier _____ \$65 +

Shetland Sheepdog _____ \$65 +

Shiba Inu _____ \$55 +

Siberian Husky _____ \$75 +

Silky Terrier _____ \$55 +

Skye Terrier _____ \$65 +

Soft Coated Wheaton Terrier _____ \$65 +

Spinone Italiano _____ \$65 +

Staffordshire Bull Terrier _____ \$60 +

Sussex Spaniel _____ \$70 +

Sweedish Vallhund _____ \$50 +

T

Tibetan Spaniel _____ \$60 +

Tibetan Terrier _____ \$65 +

V

Vizsla _____ \$60 +

W

Weimaraner _____ \$65 +

Welsh Springer Spaniel

B/N _____ \$60 +

Full _____ \$70 +

Welsh Terrier _____ \$65 +

Hand Stripping _____ \$120 +

West Highland White Terrier _____ \$60 +

Hand stripping _____ \$140 +

Whippet _____ \$45 +

Wirehaired Pointing Griffon _____ \$70 +

Hand stripping _____ \$140 +

Y

Yorkipoo _____ \$55 +

Yorkshire Terrier _____ \$55 +

Economy Bath Price List

Bath & Brush ONLY	
Affenpinscher	25
Afghan Hound	40
Airdale	30
Akitana	
Alaskan Malamute	na
American Eskimo	na
American foxhound	25
American Stafford shire Terrier	25
American Water Spaniel	na
Anatolian Shepherd	na
Australian Cattle Dog	25
Australian Shepherd	na
Australian Terrier	25
Basenji	25
Basset Hound	25
Beagle	20
Bearded Collie	na
Beauceron	na
Bedlington Terrier	25
Belgian Malinois	na
Belgian Sheepdog	na
Belgian Tervuren	na
Bernese Mountain Dog	na
Bichon Frise	25
Black and Tan Coonhound	30
Black Russian Terrier	na
Bloodhound	na

Border Collie	30
Border Terrier	20
Borzoi	35
Boston Terrier	18
Bouvier Des Flanders	na
Boxer	18
Briard	na
Brittany	25
Brussels Griffon	20
Bull Terrier	25
Bull Dog	25
Bull Mastiff	na
Carin Terrier	20
Canaan Dog	30
Cane Corso	na
Corgi	30
Cavalier King Charles	25
Cesky Terrier	20
Chesapeake Bay Retriever	30
Chihuahua	20
Chinese Crested Dog	20
Chinese Crested Powder Puff	25
Chinese Shar pei	30
Chiweenie	25
Chow Chow	na
Clumber Spaniel	na
Cockapoo	30
Cocker Spaniel	30
Collie	na
Curly Coated Retriever	35
Dachshund Smooth	20
Dachshund Long Coated	20
Dachshund Wire	20

Dalmation	30
Dandie Dinmont Terrier	25
Doberman Pinscher	25
Dogue de Bordeaux	35
English Cocker Spaniel	30
English Fox Hound	25
English Setter	30
English Springer Spaniel	30
English toy Spaniel	20
Filed Spaniel	25
Finnish Lapphund	25
Finnish Spitz	25
Flat Coated Retriever	30
French Bulldog	20
German Shorthair Pinscher	25
German Shepherd Dog	na
German Wirehair Pointer	30
Giant Schnauzer	na
Glen of Imaal Terrier	20
Goldendoodle	na
Golden Retriever	35
Gordon Setter	35
Great Dane	35
Great Pyrenees	na
Greater Swiss Mountain Dog	na
Greyhound	25
Harrier	25
Havanese	20
Ibizan Hound	25
Icelandic Sheepdog	na
Irish Setter	30
Irish Terrier	25
Irish Water Spaniel	na

Irish Wolfhound	40
Italian Greyhound	20
Japanese Chin	20
Keeshond	na
Kerry Blue Terrier	na
Komondor	na
Kuvasz	na
Labradoodle	35
Labrador Retriever	30
Lakland Terrier	20
Leonberger	na
Lhasa Apso	20
Lowchen	20
Maltese	20
Maltipoo	25
Manchester Terrier	20
Mastiff	na
Miniture Pinscher	20
Miniture Schnauzer	25
Neapolitan mastiff	na
Newfoundland	na
Norfolk Terrier	20
Norwegian Elkhound	25
Norwich terrier	20
Nova Scotia Duck Tolling Retriever	30
Old English Sheepdog	na
Otterhound	na
Papillon	20
Parsons Jack Russle Terrier	20
Peekapoo	20
Pekingese	25
Petit Basset Griffon vendeen	25
Pharaoh Hound	25

Plott Hound	30
Pointer	25
Polish Lowland Sheep Dog	30
Pomeranian	20
Poodle Standanrd	40
Poodle Miniture	25
Poodle toy	20
Portuguese Waterdog	na
Pug	20
Puggle	25
Puli	na
Pyrenean Shepherd	na
Redbone Coonhound	30
Rhodesian Ridgeback	35
Rottweiler	35
St. Bernard	na
Saluki Hound	35
Samoyed	na
Schipperke	20
Schnoodle	20
Scottish Deer Hound'	na
Scottish Terrier	25
Sealyham Terrier	25
Shetland Sheepdog	20
Shiba Inu	20
Shihpoo	20
Shih Tzu	20
Siberian Huskey	na
Silky Terrier	20
Skye Terrier	20
Smooth Fox Terrier	30
Soft Coated Wheaten Terrier	35
Spinone Italiano	25

Staffordshire Bull Terrier	25
Standard Schnauzer	30
Sussex Spaniel	30
Swedish Vallhund	na
Tibetan Mastiff	na
Tibetan Spaniel	25
Tibetan Terrier	30
Toy Fox Spaniel	20
Vizsla	25
Weimaraner	25
Welsh Springer Spaniel	35
Welsh terrier	25
West Highland White Terrier	20
Whippet	20
Wire Fox Terrier	20
Wirehaired Pointing Griffon	25
Yorkipoo	25
Yorkshire Terrier	20

Quick Price Guide

Price List for all Services

(All Prices prior to Tax)

Overnight Prices

Dogs:	1 Dog	2 Dogs (lodge together)	3 rd Dog lodging together
0-40 lbs	\$39	\$37 + \$37	\$34
41-80 lbs	\$41	\$39 + \$39	\$36
81-100 lbs	\$45	\$43 + \$43	\$40
101+ lbs	\$49	\$47 + \$47	\$44

Cats:	1 Cat	2 Cats (lodge together)	3 rd Cat lodging together
Standard	\$27	\$25 + \$25	\$22
Luxury	\$33	\$27 + \$27	\$24

Birds:

Own Cage	\$29
Rented Cage	\$38

Exotics:

Own Cage	\$25
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Daycare

Full Day	\$29
Daycare + Groom/Bath	\$15 + the cost of the groom/bath
Daycare Holiday Party	1 st Dog : \$19.95 2 nd Dog: \$10.95 In addition to Daily daycare fee
Daycare Birthday Party	\$149.99 Includes the cost of daycare for the birthday pup

Daycare 10 Pack Packages

1 Dog	\$261
2 Dogs	\$450
3 Dogs	\$639

Monthly Membership

1 Dog	\$383
2 Dogs	\$644
3 Dogs	\$903

(3 month sign up, 30 day cancellation policy, CC on file charged 1st of the month)

Additional Fees

Pills	\$2 per administration
Ear drop	\$3 per administration
Eye drops	\$3 per administration
Insulin Injection	\$7 per administration
Ointment	\$2 per administration
Cuddle Time	\$10
Email Photo	\$10
Emailed update	\$5
Email photo & update	\$15
Transportation Fee	\$1.25/mile (\$15 minimum)
Veterinarian Transportation Fee	\$59.00
Teeth Brushing	\$10.00
Tooth Brush Club	\$5.00
Nail Trim	\$15.00
Flea & Tick Application	\$7.00

Packages

Dogs

Bronze	\$15.00
Silver	\$25.00
Gold	\$39.00
Platinum	\$49.00
Pampered Puppy	\$27.00
VIP Puppy	\$39.00

Senior Care Level 1	\$27.00
Senior Care Level 2	\$39.00

Cats

Platinum Purr Package	\$25.00
Laser Show	\$10.00
"Sitting on the Ritz" Treat	\$10.00

TheraClean

Why should I sign my dog up for a bath with the Thera-Clean System?

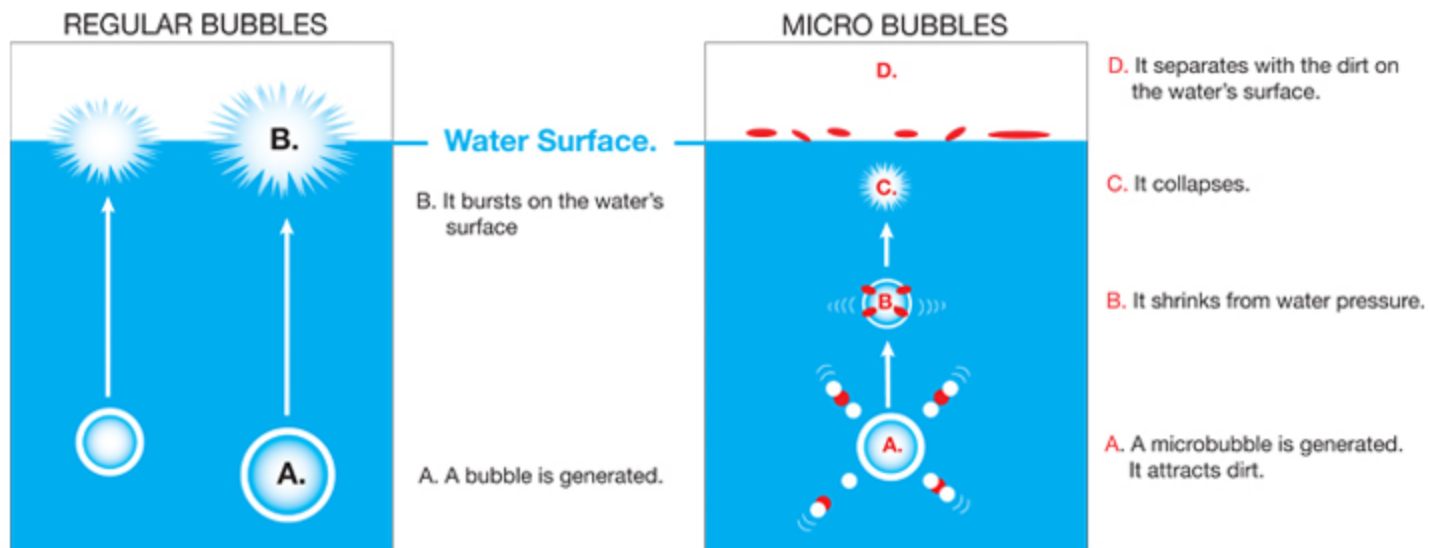
Does your pet constantly scratch? Are they afflicted with hair loss? Is your pet one of the many who suffers from allergies? Has your pet been sprayed by a skunk recently, or gotten mixed up with something stinky on your walk? Do you want to just treat your pet to an amazing spa treatment that will make them incredibly soft?

If your pet suffers from one of the fore mentioned skin irritants or any other irritant, we here at Janry Grooming Studio are excited to introduce you and your pet to "The Evolution of SkinCare". We now offer, to our customers, the TheraClean Microbubble Cleaning Technology System. This revolutionary cleaning process will deep clean your pets skin with nothing but water bubbles. These are not just your average bubble, these are microbubbles, which are small enough, 3 to 20 micrometers, to penetrate the follicles of the hair and pores of the skin. In addition all microbubbles will carry a small negative charge which attracts the irritants that are on your pets skin and in their pores and follicles, effectively pulling them off and away from your pet.

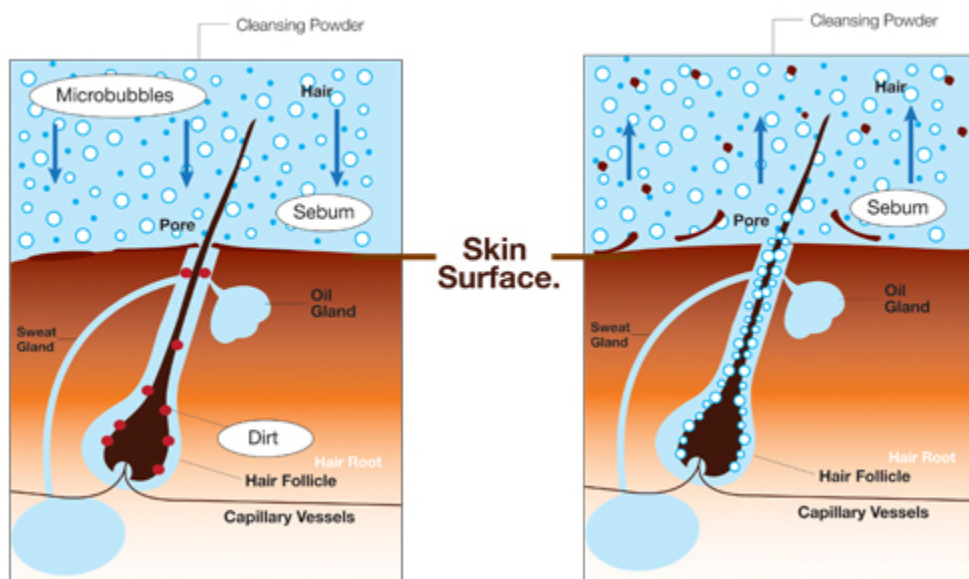
Why should I sign my dog up for a bath with the Thera-Clean System?

Does your pet constantly scratch? Are they afflicted with hair loss? Is your pet one of the many who suffers from allergies? Has your pet been sprayed by a skunk recently, or gotten mixed up with something stinky on your walk? Do you want to just treat your pet to an amazing spa treatment that will make them incredibly soft?

If your pet suffers from one of the fore mentioned skin irritants or any other irritant, we here at Janry Grooming Studio are excited to introduce you and your pet to "The Evolution of SkinCare". We now offer, to our customers, the TheraClean Microbubble Cleaning Technology System. This revolutionary cleaning process will deep clean your pets skin with nothing but water bubbles. These are not just your average bubble, these are microbubbles, which are small enough, 3 to 20 micrometers, to penetrate the follicles of the hair and pores of the skin. In addition all microbubbles will carry a small negative charge which attracts the irritants that are on your pets skin and in their pores and follicles, effectively pulling them off and away from your pet.



Because of this technology we are allowed to bathe your pet completely soap and chemical free so as not to elicit any additional irritation to the skin. Along with that we also are able to perform this application completely hands free which means that the only physical contact will be the microbubbles on the skin of your pet. This aides in the healing process and will not irritate any pets whose skin is already sensitive to touch.



So if you are interested in your pup being treated to a revolutionary skin care regimen please contact us to set up an appointment.

Toji Enzymes to the Rescue!



We get many questions about the use and effectiveness of our Enzyme and Mineral bath salt additives. Have no doubt these are an essential ingredient in getting the animal's skin cleaner, quicker and reduce the inflammation in the 1st bath.

Firstly know that enzymes are catabolizers. That means they eat organic material. So the enzymes are going to soften that sebum crust as well as eat away at it allowing the micro bubbles to lift the crust off quicker and more effectively. Enzymes also aid in breaking down proteins and fats. Then to round it out, the enzymes act as a catalyst to make all the other ingredients work together and better in a more synergistic way. This cuts down on the amount of time you need to bath the animal.

Secondly, the all natural minerals serve many very important functions. Again this helps shorten the duration of the bathing session as well as *TURBO-CHARGING* the effectiveness of the Thera-Clean Bath. Some of the minerals (borax) are an ANTI-INFLAMMATORY. This is seen immediately with those animals that have red inflamed skin that is on fire. Post 1st bath the skin is more of a pink in color and the dermis is played down considerably and not as swollen and irritated.

Borax also provides:

- Natural Essential Nutrient
- Boosts Immune System
- Antimicrobial Compound
- Fungicidal Agent
- Detoxifying Agent.



Sodium Hydrogen Carbonate: – Softens Debris On Skin^{[L][SEP]} – Absorbs Odor^{[L][SEP]}

- Breaks Down Fat On Skin
- Mild Antiseptic for Skin Diseases – Removes Stains
- Neutralizes Acidity^{[L][SEP]} – Good For Burns

Sodium Sulfate:

- Dissolves Oil On Skin
- Activates Tissue Repair
- Prevents Heat Rash & Cracks



The addition of the all natural enzymes and minerals are an essential part in getting that skin cleaner faster, deeper, quicker, and reducing the inflammation of the inflamed and irritated skin. Please note that we offer you 3 different types of enzyme and mineral bath additives. Each one is different in the way they approach different skin and animal conditions.

SERENITY – (Greenish-Blue in color) Deep cleans skin. Reduces stress and anxiety.

PURE – (White in color) Deep cleans skin. Reduces inflammation or infected skin for animals with allergies.

ESSENCE – (Orange in color) Deep cleans skin. Removes unpleasant body odors.

Please do not under-estimate the importance of using these products in EVERY bath.

Frequently Asked Questions

HOW DOES A MICROBUBBLE TREATMENT COMPARE TO A MEDICATED SHAMPOO?

Microbubbles work on a much deeper level than any soaps or shampoos. They offer a whole new concept of clean skin. What this means is that microbubble therapy will enhance the efficacy of any other form of “treatment”. Any useful medications whether administered in the form of a shampoo or orally will function much better due to improved pore and hair follicle condition. This is why the unit is being used so extensively in veterinary hospitals in Japan. Microbubble cleansing is unique. It is easy to recognize that clean pores and hair follicles improve skin health. Each skin type and condition will benefit from varying cleansing protocols.

HOW OFTEN SHOULD MY PET BE “MICROBUBBLED”?

Of course, this depends on specific skin condition but in terms of safety and skin condition, daily use would not be harmful. That stated, bi-monthly treatments would really benefit animals with skin and odor concerns, while monthly “routine” use will keep most dogs looking and feeling great.

Proof Positive that the Thera-Clean Bathing System is: *The Evolution of Skin Care*



Holiday Daycare Party Script

Hi this is _____ from Janry Pet Resort. How are you?

I'm calling to let you know about our next fun filled party we are having in daycare.

(Tell them the name of the party- when it is - & the details of the party)

We would love to have _____ be a part of all of the fun & activities. It's only \$19.95 in addition to your standard DC visit.

Should I go ahead & set him/her _____ up for the party? I'm sure all of his/her friends are looking forward to hanging out w/him/her for the day.

Awesome, I'm so excited he/she is coming to the party I will tell all of the team members because I know THEY will be just as excited as I am. Have a GREAT day!

DC Party Script

Hi this is _____ from Janry Pet Resort. How are you?

I'm calling to let you know about our next fun filled party we are having in daycare.

(Tell them the name of the party- when it is - & the details of the party)

We would love to have _____ be a part of all of the fun & activities. It's only \$19.95 in addition to your standard DC visit.

Should I go ahead & set him/her _____ up for the party? I'm sure all of his/her friends are looking forward to hanging out w/him/her for the day.

Awesome, I'm so excited he/she is coming to the party I will tell all of the team members because I know THEY will be just as excited as I am. Have a GREAT day!

NuVet Plus Script

Pets with an ailment:

Let me mention a product that we've had great success with here at Janry... and its NOT expensive if you use our breeder discount.

It's called NuVet Plus. It's an all-natural immune system builder made in the USA
(in an FDA registered human pharmaceutical lab – pretty much unheard of in the pet industry)

We've been using this product for many many years. All of our dogs and puppies take it.

It's loaded with Antioxidants, Amino Acids, Vitamins & Minerals and it's particularly effective in helping to resolve issues like the one your pet has. And it's safe to use with medications, at all life stages.

It comes with a 60-day satisfaction guarantee or your money back.

I can order it for you with the discount, it only cost about \$16/month and auto ships every 90 days...

Should I set this up for you with the credit card we have on file or would you like to use a different one?

Pet with no known ailments:

As you know, we take a very proactive role in helping our client's pets stay health. So I thought I would mention a product that we've had great success with here at Janry.

It's called NuVet Plus. It's an all-natural immune system builder made in the USA,
(in an FDA registered human pharmaceutical lab – pretty much unheard of in the pet industry)
...and its NOT expensive if you use our breeder discount.

It's loaded with Antioxidants, Amino Acids, Vitamins, and Minerals and it's particularly effective in boosting the pet's immune system, promoting healthy cells that help your pet stay healthy for a lifetime. And it's safe to use at all life stages. We LOVE this product, all of our dogs and puppies have been taking this for years.

It comes with a 60-day satisfaction guarantee or your money back.

I can order it for you with the discount, it only cost about \$16/month and auto ships every 90 days...

Should I set this up for you with the credit card we have on file or would you like to use a different one?

If No or I need to think about it : No problem at all. If you'd like to place an order at a later time, please feel free to call us back... you will love this product.

Janes Script:

Is your dog taking any vitamins?

NuVet vitamins are probably one of the of the best things that you could ever do to build your dog's immune system, other than hugs and kisses and good food.

This is a company that we have been using for more than 15 years. A lot of our dogs that come in for lodging and grooming are using it as well as our own dogs. We have seen unbelievable results.

It is pointed in the directions of:

Itching

Scratching

Hotspots

Allergies

Arthritis

Cancer (many types)

Stress / Anxiety

Pre mature Aging

Low Energy Levels

Cataracts

Digestive Problems

Heart Disease

Tumors

It is very inexpensive to give and the dogs love it. You're not going to see a sign hanging around their necks saying I take NuVet vitamins. It goes to work on whatever needs working on.

Its formulated by physicians, pharmacists and veterinarians.

I can order it for you with the discount, it only cost about \$16/month and auto ships every 90 days...

Should I set this up for you with the credit card we have on file or would you like to use a different one?

Spa Membership Script

Hi this is _____ from Janry Pet Resort, How are you? I see that you have ___(dogs name)_____ groom set up for ___(date)___ but I just wanted to call and tell you about our NEW Pet Spa Club for VIP guests. It's a complementary membership that gets you priority appointments which you schedule in advance every 5-7 weeks, (number of weeks should be tailored to dog breed) , Curb service (just ring the bell and someone will be out to assist you), a customized morning play package before ___(dogs name)___ groom, Mid day siesta w/ a gourmet treat during yappy hour, and an afternoon Nature Trail Business walk before you pick him/her up. And of course he/she would get his/her bubble bath w/ trim (depends on breed) nice co- conditioner, de shed with skin and dander exfoliation, ear cleaning, and a nail trimming.

ALL FOR THE SAME PRICE AS A REGULAR GROOM. Which day of the week works best for you to schedule out every 5-7 weeks (depending on breed) for the year? (or you can say) I see you usually come in on a Tuesday so I will schedule Tuesday every 5-7 weeks (depending on breed and/or regular schedule) through the year. CHECK EMAIL OR GET EMAIL ADDRESS TO SEND GROOMING DATES FOR THE YEAR.

INACTIVE – GROOMING

Good morning/afternoon! This is _____ from Janry Pet Resort. How are you? How is [PET] doing?

I am calling to let you in on our VIP Spa Special. In January we are offering FREE spa packages with ANY bath or groom. These packages include services like Blueberry Facial, FREE teeth brushing, or our NEW Organic Shea Butter Paw Pad treatment.

We have some openings in our groom calendar starting [DAY/DATE] and we can fit _____ if you think he/she could use a day of relaxation and pampering!

What day works best for you?

["I can't book during the week, I work" -- Did you know that we offer \$10 daycare with any groom? You can drop off as early as 6 AM and pick up as late as 7 PM Monday through Friday for ONLY \$10 in addition to your groom price! Would you like to schedule a daycare day?]

Thank you so much! We'll see you both soon!

New Customer FOLLOW-UP

Hi this is _____ calling from Janry Pet Resort.

I know you were recently here for a first visit and I was calling to find out your about overall experience. We're always trying to improve upon our services and find out what our customers liked best. Do you have a few minutes to answer a few short question questions?

How was your initial call in experience?

Did you get to go on a tour of our property?

How was the check in/out process?

Are there any ways we could improve?

Word of mouth is our best advertising. We have a really great referral program called Puppy Bucks. If you refer someone & they end up booking a service, you will be credited \$15 to your account to use toward your next visit.

Grooming/Lodging: We also have a great doggie daycare program here and we would love to offer you a complementary day for (pet's name) to come in and check it out.

Daycare: Offer 2 for 1 Special.

Thank you so much for your time & we look forward to seeing _____ soon. Please give him/her a great big kiss from us.

Price List for All Services (All Prices prior to tax)

DOGS	1 Dog	2 Dogs (lodge together)	3rd Dog (Lodging together)
0-40lbs	\$41	\$39+\$39	\$36
41-80 lbs	\$43	\$41+\$41	\$37
81-100 lbs	\$47	\$45+\$45	\$42
101+ lbs	\$51	\$49+\$49	\$46

Cats	1 Cat	2 Cats (Lodge together)	3rd Cat (Lodge together)
Standard	\$30	\$27+\$27	\$25
Fantasy	\$36	\$33+\$33	\$31

Birds

Own \$35

Rented \$42

Exotics

Own \$30