



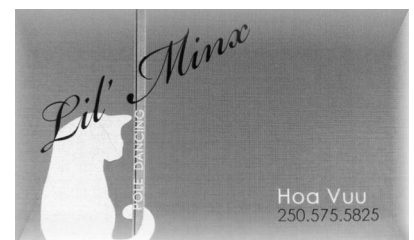
Healthy Pet Warranty Program

At The Spotted Spa Retreat your pet's health and well being is our first priority. We do everything possible to maintain a clean, healthy environment for all our guests. But we recognize that putting pets together in a shared environment is a bit like putting kids together at a daycare, school or camp. Germs and injuries happen. That's why we created the Healthy Pet Warranty Program. The plan's fees are **\$4/day per pet**. The plan's maximum coverage is \$400.00/pet per incident. A warranty program like ours is just one of the ways Spotted Spa Retreat goes the extra mile for our guests, in offering you peace of mind with your pet's care. While we do not allow aggressive dogs

to stay at The Spotted Spa Retreat, fights can and will still occur. Every dog bites... even yours. It is also very possible for a puncture wound to happen while your pet plays. In the event of an injury to your pet, The Spotted Spa Retreat will contact your veterinarian and transport your pet there if needed. The Healthy Pet Warranty Program covers contagious illnesses* that your pet may contract during his or her stay at The Spotted Spa Retreat. Because we recognize that some illnesses have an incubation period, the plan's coverage is active for up to 10 days after your pet leaves The Spotted Spa Retreat. In the rare instance that your pet is injured at The

Spotted Spa Retreat, the Healthy Pet Warranty Program may also provide coverage. The plan will **not** cover injuries or problems that are congenital in nature such as but not limited to, hip dysplasia, elbow dysplasia, heart murmurs, cataracts etc. For more information about the Healthy Pet Warranty Program please contact any of the Aunts at the Spotted Spa Retreat or pick up a brochure from our front desk.

**does not include illnesses that can be vaccinated against prior to visiting The Spotted Spa Retreat.*



Do you have a "Spot Card?"

If your dog is a regular guest at The Spotted Spa Retreat, you may be interested in purchasing a "Spot Card." This card provides you with 10 prepaid visits (daycare or sleepover) and rewards you with one additional free

visit per card. Your prepaid Spot Card is fully customizable regarding the services included and you can add specific services like shuttle pick-up and/or drop-offs, baths, or additional dogs. Records of your Spot Card are

kept on our computer as well as on file to ensure all services and visits are applied each time your pet comes to play. Please contact us for more details or a quote on your family's Spot Card.

Daycare Price Increase

There will be a slight daycare price increase effective August 1st 2011. These increases include the following:

Full Daycare: \$20
Each additional dog: \$15

Half Day Daycare: \$18
Each additional dog: \$12

We recommend to all clients to purchase their Spot Cards before August 1st as we will honour all daycare visits purchased under our old prices so long as your Spot Card(s) have available visits.

Are you getting married
this summer?

Ask us about new
promotions and wedding
packages coming to The
Spotted Spa Retreat!



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K9 Shuttle Service

The K9 Shuttle is a convenient pick-up and drop-off service for both daycare and sleepover guests looking to grab a ride up to our facility. We follow a schedule based route in Kelowna with three 'shuttle stops' in easily accessible areas of our city.

If you are meeting the shuttle at one of our scheduled stops our rates are:

One Way:
One Guest --- \$5
Additional Guest --- \$2

Two Ways:
One Guest --- \$8
Additional Guest --- \$2

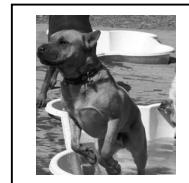
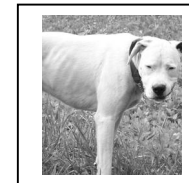
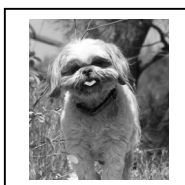
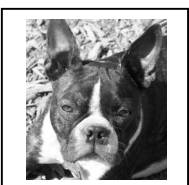
Morning Route:
7:30 --- Parkinson Rec. Centre
8:00 --- Capital News Centre
8:30 --- YMCA

Afternoon Route:
4:30 --- Parkinson Rec. Centre
5:00 --- Capital News Centre
5:30 --- YMCA

If you can't meet us at one of these stops we also offer home pick-ups and drop-offs. Home pick-ups are scheduled between our regular stops, so time of arrival is dependent on when and where we are in the city.

Home pick-up rates are:
Ellison/Quail Ridge --- \$6
Rutland/Dilworth --- \$7
Glenmore/Spall --- \$8
Downtown --- \$9
Lower Mission/East Kelowna --- \$10
Upper Mission/Winfield --- \$11
Oyama --- \$12
West Kelowna --- ask for rates

*All pricing for home pick-ups is one way. 24hr notice is required when booking shuttle services.



Lice, Ticks and Spear Grass

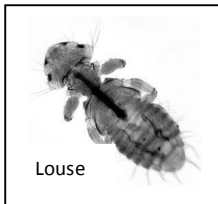
Along with the sun and warmth of spring come a few pesky things that could potentially harm your pet. Lice, ticks and spear grass are common pests in the Okanagan, and there are a few actions you can take to avoid these things from affecting your pet's health.

Before visiting us at The Spotted Spa Retreat please have your pet treated for **lice and ticks** if you are concerned about the risks of your pet picking

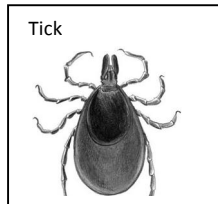
them up on our acreage. There are a few options of treatment available, though contact your vet for their opinion on which method would best suite your pet.

Spear grass is a common plant that grows abundantly in the Okanagan and can be very harmful to our pets. Dried spear grass tends to break off from its stalk, where our pets pick it up in their coats and it begins to work itself into the hairs. If it is not found

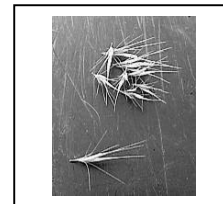
soon after entering your pet's coat it can work its way to the skin and begin to bury into their body. Spear grass is worse in many dogs with longer or coarser coats, so please look your pet over after any walks, hikes, visits to the dog park, as well as after any visits at The Spotted Spa Retreat. Common areas spear grass likes to hide are armpits, between toes, ears, and belly.



Louse



Tick



Spear Grass

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D-TECH
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Want 'Official Spa Dog' Status?

Frequent guests at The Spotted Spa Retreat are eligible for "Official Spa Dog" status. With this program all guests receive:

- Official Spa Dog card to flash to your friends
- Photo of your dog on the Official Spa Dog Wall of Fame
- Chance for your dog to be Official Spa Dog of the Month

- One free pick-up and drop-off a month
- Choice of: One free bath and nail trim per month *or* free bath and nail trim for every stay of two consecutive nights
- Gift bag of toys

Initial cost is \$120 per year, though all anniversary dates fall in November so enrolments will be pro-rated if needed.

Annual cost for each additional year is \$100.

The **doggy pools** are finally out so your pup may come home dirtier than usual. Don't forget to book them a bath if you'd like them smelling fresh and looking clean!



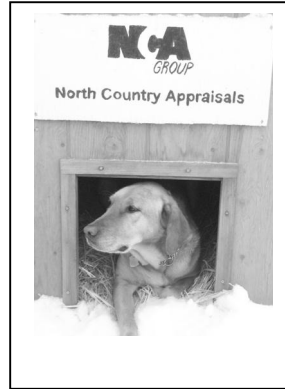
The Spotted Spa Retreat
5571 Anderson Rd.
Kelowna, BC

250-765-0405
www.spottedspa.ca

DOG TOWN

This new development does not only offer shade and shelter to our canine guests but also is a venue for local businesses to demonstrate their support for the ever-growing dog community in the Okanagan. DogTown has been built with the support of the businesses listed throughout this newsletter who

have “leased” a building for our guests to climb on, in, and around- not to mention leave and retrieve messages from. If you’re interested in showcasing your business’ support for the Okanagan’s dog community please contact Sheila at The Spotted Spa Retreat. Currently there are only four buildings left for lease.



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Our ‘Official Spa Dogs’

