

# BOOK A TOUR

## *Questions to Consider*



We are excited to show you around during your tour of Best Friends Pet Hotel. We have put together a list of questions that you might consider asking during your tour so you can get a better idea of how it all works for you and for your pet. Feel free to print this up or add to it as you take your tour of our center.

Date of Tour \_\_\_\_\_

Time of Tour \_\_\_\_\_

Person You Will Meet With \_\_\_\_\_

(Fill out these lines, above, when we call you to arrange the tour and keep this handy on the day of your tour for questions you can ask)



## **Boarding**

1. Where will my pet stay while he/she boards with you?
2. What will his/her day be like?
3. How does he/she get exercise?
4. My pet is on a special diet, can I bring my own food?
5. Can I bring my pet's favorite toys?
6. I have more than one pet. Do you provide discounts?
7. Can I check in on my pet during his/her stay? How?
8. Can you accommodate a pet with special needs?
9. How much does boarding cost?
10. Do you have a deal for new clients?
11. How far in advance do I need to book?
12. Do you require a deposit?
13. What is the cancellation policy?
14. What happens if something happens to my pet while he/she boards with you?
15. How do I prepare my pet for boarding so it is a smooth transition?
16. What are the next steps to board my pet – paperwork, interview, vaccinations, etc.?

## **Day Camp**

1. What are the eligibility requirements for day camp?
2. I have a puppy; can he/she go to day camp?
3. What will my dog do during day camp?
4. Will my dog eat while at day camp?
5. What is the difference between full and half-day camp?
6. Do you have an outdoor option for my dog?
7. My dog likes other dogs, but might need some time alone too – how does that work in your setting?
8. I would like to check in on my dog, could I do that?
9. Can I try day camp before I commit to something long term?
10. What is the cost of day camp?
11. What are the next steps for my dog to attend day camp – paperwork, interview, vaccinations, etc.?

## **Grooming**

1. Will you groom my cat?
2. What services do you provide as an option with grooming besides a bath and haircut?
3. My pet gets nervous in grooming situations, how does the groomer accommodate this?
4. Does your facility have heated drying cages?
5. How long does a groom take?
6. Do I drop off my pet and come back or wait for him/her to be done?
7. Are there any pets that you will not groom based on breed or behavior?
8. Can you groom my pet at the end of his/her boarding stay?
9. Will you clip my pet's nails?

