

Dear friends,

You may have noticed that we're making some changes at our daycare on Shaffer. These changes are going to be noticeable to you in a couple different ways. First, you're going to see cosmetic changes to the lobby, building exterior, and parking lot. Second, there will be operational changes to the boarding areas, groom space, and play yards where our four-legged friends play while at daycare. Lastly, we'll be making some policy changes that'll affect our hours of operation, service times, and reservation availability. All of the changes above will happen incrementally to help avoid service interruptions and to provide time for our staff, pups, and clients to adjust to the new world we're building at Paws & Unwind.

Our goal at Paws & Unwind is to offer tangible value to our services both for your four-legged family members and to you, our clients. Providing a safe resource, an exceptional service, and a comfortable home-away-from-home is what we do. We're able to accomplish this using our core values...

Safety.

Transparency.

Integrity.

Our staff - Pack Leaders, Boarding Leads, Groomers, Trainers, and Client Specialists - are dedicated to your family and the betterment of every member. The changes above, we hope, will make Paws & Unwind a more safe, equitable, and available environment for you and your pups.

We'll be announcing our Grand Re-Opening on July 1st and you'll be the first to know! Please stay tuned to the ongoing improvements and feel free to ask any questions to our staff about what we'll be doing until our new launch date. We appreciate your understanding, cooperation, and continued support!

Your Friends at Paws & Unwind,

Gil Bryson
General Manager



We're Updating our Hours of Operations

A lot of our past clients said that they'd like to see more availability from us for our services. You asked and we delivered!

Monday: 7:30am - 7:00pm

Tuesday: 7:30am - 7:00pm

Wednesday: 7:30am - 7:00pm

Thursday: 7:30am - 7:00pm

Friday: 7:30am - 7:00pm

Saturday: 8am - 4pm (*grooming & boarding only*)

Sunday: 10am - noon / 4pm - 6pm (*boarding only*)

To better serve the pups in our care we're changing some of the ways we operate. You'll notice these changes in the form of cut-off times for certain services.

Monday thru Friday

- Daycare cut-off: 10:30am
- Boarding cut-off: 6pm

What does this mean? You have between 7:30am and 10:30am to drop your pup off for daycare. After 10:30am we will not allow daycare drop off. We will not be allowing boarding drop offs during the last hour of our day. We use this time to make sure our guests are fed, with water, and comfortable in their private enclosures.

Saturday

- We will not be offering daycare
- Grooming appointments start at 8am

Our groomers will be available all day for grooming appointments. Our lobby will be open as well for inquiries and boarding pick-ups/drop-offs. Group play, or free roam, will be available to upgraded boarding stays.

Sunday

- We will not be offering daycare
- We will not be offering grooming
- The lobby will be open for boarding pick-ups and drop-offs only

We will only be open for 4 hours on Sunday with two hours in the morning and two hours in the evening for boarding drops-offs and pick-ups.

We're Offering New and Updated Services

Our goal at Paws & Unwind is to offer the best possible services, and availability, to you and your four-legged family members. In order to update and improve our offerings you'll see some new services and upgrades for your pups reservations.

Daycare | Group Play

You can add on services like fetch, a full groom, or even a tasty treat to a daycare reservation! These services keep your pup happy and tired but also save you time being completed while you're at work or running errands!

- Cut-off @ 10:30am
- Mom-Fri only
- Packages available

Boarding | Canine

While our standard boarding stay, \$35/night, has everything you'd expect - a private enclosure, inside and outside time, round the clock supervision - we're now going to be offering boarding tiers!

Gold Tier - *Our most luxurious and comfortable stay!*

- Group play
- One-on-one time w/pack leader
- Personalized update sent to your email with photos
- And more!

Silver Tier - *Our most popular option!*

- Group play
- One-on-one time w/pack leader
- A nightly tasty treat
- And more!

Bronze Tier - *The upgraded option!*

- Group play
- Private time to decompress
- A nightly tasty treat
- And more!

For more information about the changes, if you have questions about a specific service, or if you need help booking your pups reservation you can find us 24/7 online at pawsgr.com, you can email us at info@pawsgr.com, or you can call us during normal business hours (616) 930-4300. Our staff will be happy to help you in any way that we can!

We look forward to seeing you! We can't wait to be your pups home away from home!

PAWS & UNWIND

A MODERN PET RESORT

Daycare | Boarding | Grooming | Training