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## ABOUT US



### *The Suites*

The most recent service added is our suites in place of some of our regular rooms. The suites are built to resemble private bedrooms complete with tile floors, throw rugs, and ceramic tile on the walls, artful décor, a toddler bed, and a soothing mix of jazz and classical music in an environmentally controlled area.

## *Pamper your pet in the Luxury Suites at Interlude*

### *Boarding in Comfort & Style~*



### *Unique Boarding Care*

Canine or feline, Interlude's goal is to make your pet's boarding experience a positive one, we want your pet to consider us their "home away from home". All accommodations for the pets are air conditioned during the summer and heated during the winter months, ample bedding is provided for all of our clients, unless of course our guest decides to shred or eat it. Fresh bedding is supplied daily and fresh water is available 24 hours a day.

All dogs are exercised in their individual outdoor yard three times daily. Extra special care is given to the shy or geriatric pet by giving them a quiet area to board in. Our house menu is

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Pedigree Dry small bites and will be served as many times per day as required. A refrigerator and microwave are in the kitchen for those pets with special dietary needs.

There is a 'goodnight' check each night around 10 pm. We check to make sure everyone is comfortable and offer a late night 'cookie' snack. Please inform the staff if your pet experiences separation anxiety or if they are afraid during thunderstorms.

Our feline guests are boarded in our modern cattery, featuring windows overlooking bird feeders for their entertainment pleasure. During the day, they may choose to play on a tall cat tree made of natural wood and carpet for their scratching desires. All cats are welcome to the fresh catnip which is grown on the premises.

### *Accommodations: Dogs*

The standard size for dog enclosures are 6' x 4' on the inside and 20' x 4' & 20' x 8' on the outside. Your basic boarding service includes three exercises each day. We do have a few family size enclosures which can accommodate three or more large dogs from the same family.

### *Accommodations: Cats*

Cat accommodations are 3' X 5' and have a partition in the middle with a porthole so that one side holds the cat's bed, water, and food and on the other side is the toilet or litter box. There is a family room for two or more cats. .



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## ADDITIONAL SERVICES & FAQ'S



### *Playtime, Biscuits & Gravy*

Playtime is an added service in which a staff member gives your dog one on one attention for a total of 15-20 minutes. Playtime can be in the form of playing with your dog's favorite toy or the staff member may curl up in the room with your pet. Again each animal is different in what they require in the way of attention. Some pets do not want to be petted but want you to throw the ball 100 times (Jack Russels), where others only want to sit in your lap and be stroked (Poodle); still others only want to walk with their noses plastered to the ground on the hunt (Beagles). We do whatever your dog requests. Geriatric dogs benefit from additional let outs by getting up, being active, and getting those old bones moving. Puppies benefit with the extra opportunity to use the bathroom outside as well as the extra exercise and socialization and last but not least, the overly energetic dog gets a chance to release some of that energy. For more activities and services be sure to visit the activities sign up page under before you board in the boarding section of our website.

### *Why do you consider your way of boarding unique?*

We want each pet to be treated as an individual and to be boarded as such, since some boarding situations may be right for some pets but not for others we have taken our experience combined with our boarding and transformed it so we can accommodate almost any pet comfortably. Interlude is headed in the direction of a maximum handling facility meaning that we are getting rid of the "doggie door" style boarding and the staff is actually walking the dog out to his or her run for exercise. This way of boarding is very labor intensive and requires a lot more staff nevertheless, I can't stress enough how this way of boarding is beneficial to the well being of the boarding dog. Some of those benefits include: more handling of a shy or needy pet and helps facilitate the bond between your pet and our staff. Staff members are more likely to catch or notice a problem such as a chew spot, and it helps us to notice their true personalities. The "doggie door style boarding is still a necessity for some pets that cannot be walked on a leash or others which prefer not to be handled at all but are perfectly happy in our routine. Interlude also adopted a two tier set up for some of the accommodations, this style of boarding allows the small dog to feel more comfortable and not have other dogs or people towering over them. The small dogs are boarded at eye level and all upper rooms are maximum handling providing your pet with the most human contact we offer in our basic service. For example; I had a small dog come into the Resort and someone had put her in bottom level room thinking she would enjoy the space of the larger room but when I went to take her out she was all the way in the back, in the corner, trying to make herself disappear. I moved her to a smaller less intimidating upper room where she could overlook every thing and she sat front and center with her legs crossed in a relaxed position. Another happy camper, someone just needed to know what she needed.

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### *Why don't you let the dogs stay out all day?*

Unless your pet is strictly outdoors anyway he /she will not adjust well. Additionally, this is an unsafe practice and is far from a home like environment. Our boarders adjust quickly to our routine, which is very similar to most home environments. Controlling the exercising helps to keep the animals relaxed and reduces noise and unnecessary excessive activity, which can cause stress levels to rise.

### *What are "Biscuits & Gravy"? Isn't people food bad for dogs?*

The "biscuit" refers to a dog biscuit and the gravy is specially formulated gravy made for dogs, which has 8 vitamins and 8 minerals and is highly palatable. The dogs love it for not only are the dogs getting a treat, they get something that is good for them as well.

### *Why do you require first time boarders to come in two hours before you close?*

This practice is for dogs or cats visiting with us for their first time only. Your dog is going to an unfamiliar place for the first time therefore, we would like to take the time get to know him/her before we close up for the night. If we see that the new dog is nervous or showing signs of anxiety we will have time to work with that pet, making him as comfortable as possible before putting everyone to bed.

### *What happens during bad weather?*

Depending on what you mean by bad weather, it is rare that it rains hard enough or long enough that we don't get the playtimes done. In the event that the weather is extremely poor and we are unable to take the dogs outdoors, we get in their rooms and play with them or brush them. Snow makes for extra fun playtimes but freezing rain and ice is unsafe. Although a good portion of the play yard is covered providing both shade and shelter, we must use extreme caution in the heat of the summer

### *Does my dog go outside if I don't purchase playtime?*

Absolutely! Three exercises are included in the basic boarding rate. All dogs are exercised morning, mid-day and evening. Playtime, pool time, and walks are all added services in which you sign up for at each visit.

### *I am uncomfortable purchasing extra playtime, I have heard of facilities charging for playtime and not doing it. Why is this?*

Playtime is an added service to benefit the dog more than it is to make money. Any facility offering playtime must have ample staff in order to do so. Any facility not properly staffed will run into problems trying to grant their client's wishes.

**For more information on FAQ & our services, please see enclosed Pamphlets**

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## *BATHING & GROOMING*

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Why not treat your pet to a day at the spa while you are away. We have a complete line of professional quality shampoos for every pet's needs. Our basic bath consists of a pre wash with a very mild oatmeal shampoo followed by one of our many top of the line spa products. Our top of the line shampoo includes medicated, anti itch, sensitive skin, conditioning, moisturizing and deep cleaning. Any pet scheduled for a bath, we ask that you please call first before coming over to make sure that your pet is dry and ready to go.

**De-shedding program**-special de-shedding shampoo used in conjunction with a de-shedding tool. This significantly reduces shedding in your home. Prices vary according to coat size and thickness

**Color treatment**, make white dogs whiter, black dogs blacker with a special shampoo and coat treatment using an optic intensifying treatment within a shampoo, removing all yellow stains with a lustrous sheen on darker colors

**Teeth brushing**- Brushing of the teeth, evaluation with report, and toothbrush. If you supply the tooth brush it will be \$2.00 off

**Hot oil treatment** Pure Soft One Step Hot Oil Treatment is specially formulated with natural herbal oils to provide the maximum relief of dry skin and coat

**Sparkles** – conditioning spray that gives your dog a subtle sparkly coat.

**Hypo Allergenic Soothing Oatmeal treatment for dry and itchy skin.**

Use for dogs with allergies to perfumes and soap products

**Medicated Shampoo for seborrhea** Jasmine Natural Medicated Shampoo cleans and conditions the skin and coat with gentle, natural ingredients

**Medicated conditioner** Soothing conditioner to relieve the itch of dry skin by combining colloidal oatmeal, Aloe Vera and conditioners

**Medicated Shampoo & Medicated Conditioner for Skin infections**- 3-point Enzyme System that helps destroy bacteria and fungi that cause skin infections.

**Conditioner for dry lifeless coats.** Softens, nourishes and adds shine

**Tear stain treatment**, a safe and effective tear stain remover, usually takes a few treatments at weekly intervals. This mild, lightly foaming facial cleanser soothes and balances. It has natural exfoliating activity

**Photos-** 5X7 Photograph of your pet after his/her grooming

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