

*At Olde Towne Pet Resort,  
we spare no detail in ensuring the  
utmost in your pet's comfort, safety,  
and joy. Our loving and trained staff  
are committed to our guests' needs.*



### Client Programs

#### PAW PERKS

Earn one Paw Perk point with every dollar you spend on our services, and redeem them for discounts on future visits! Paw Perks can be redeemed in increments of 500 Points (\$15).

#### REFERRAL PROGRAM

Refer your friends to earn Paw Perks points - each friend you refer earns you 1,500 Paw Perks after their first visit, and they get 1,500 Paw Perks too!

### Please Note Our Policies

**Admission:** We reserve the right to prohibit admittance of pets lacking proof of vaccinations, and/or pets displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior.

**The Essential Vaccines:** DOGS four months and older need up-to-date Rabies, Distemper, and Bordetella inoculations. CATS four months and older need up-to-date Rabies and "FVRCP."

**Hours of Operation:** We provide 24-hour coverage of care for pet guests. We are open to the public Monday - Friday, 6:30am-7:00pm. Saturday, 8:00am-5:00pm. Sunday, 11:00 am-4:00pm. We close in honor of major Federal holidays.

**Early & Late Fees:** We request that guests check-in no earlier than 2 PM and check-out by noon so that we may prepare the suite for the next guest. Late check-outs or early check-ins shall incur a \$25 fee for the additional care and services we must provide your pet during that time.

**After Hours Fee :** When we are closed to the public, departures and arrivals shall incur a \$100 fee. This includes the early or late fee.

**Deposits, Cancellation & Rates:** We accept reservations with a required, one-night deposit. For reservations cancelled 5 days prior to arrival, we fully refund your deposit. During holidays and peak season, we require two nights' deposit, refundable if cancellations are made 10 days prior to arrival. We reserve the right to require a three-night minimum stay. Cancellation of salon and day spa services within 24 hours of appointment time shall incur a 50% service charge. All rates and services are subject to availability and change. We do not up-charge during peak periods.

**House Spa Bath & Grooming:** Every canine guest staying 3 nights or more must receive our House Spa Bath. (This is not included in the suite package, but which we provide at a discounted rate). For spa bath or full-grooming services, additional labor fees may apply if your pet requires labor-intensive service, such as under-coat removal or coat de-matting.

**Food for Your Pet's Health:** Our house food includes no corn, wheat, or soy (common allergens) and consists of human consumption-grade ingredients. Designed for sensitive stomachs, it is particularly excellent for boarding, when new stimuli may cause digestive upset in some pets, even when on their own food. If you choose to bring your own food, we ask that you please prepare each meal's serving size in a separate baggie for each day of your pet's stay.

**Waiver of Liability & Medical Need:** In the rare case of an emergency or health concern, we will contact you. We shall administer aid and non-prescription treatments, as needed. If veterinarian attention is deemed necessary, we shall take your pet to your veterinarian of record; or, to a 24-hour, veterinary emergency hospital if your vet is not available. With admittance, you accept responsibility for any expenses resulting from such outside treatment, as needed in the event of accidental injury, illness, or symptoms, arising during or after your pet's stay with us. Please understand that despite OTPR's commitment to the highest standard of pet care and supervision and to facility design and cleanliness, accidental injury and illness may occur. Pet owners are solely responsible and liable for any and all actions of their pet during the stay at OTPR, including, and not limited to, injury to another pet, an OTPR staff member, or a member of the public.

**Media Release:** Images or videos of your pets and you might be taken for social media or marketing material. Your signature on the policies and admittance agreement grants unrestricted use and publishing of any such images.

# Welcome

Olde Towne Pet Resort Services



### ROCKVILLE

12230 Wilkins Avenue  
North Bethesda, MD 20852

1.888.475.3580 FAX 703.455.1799  
www.oldetownepetresort.com

## Canine Suites

<b>Luxury</b>	<b>\$99</b>
<b>with window</b>	<b>\$104</b>
Includes webcam, television, 4 walks, and 2 playtimes	
<b>Five Star</b>	<b>\$90</b>
<b>with window</b>	<b>\$95</b>
Includes webcam, 4 walks, and 2 playtimes	
<b>Club Canine (2 dog minimum)</b>	<b>\$160</b>
Includes 3 walks, and 1 playtime	
<b>Preferred</b>	<b>\$65</b>
<b>with window - Dulles</b>	<b>\$70</b>
Includes 3 walks and 1 playtime	
<b>Classic (up to 50 lbs.)</b>	<b>\$58</b>
<b>with window - Springfield</b>	<b>\$63</b>
Includes 3 walks	

## Feline Suites

<b>Club Cat - Springfield</b>	<b>\$55</b>
Includes 1 playtime	
<b>Penthouse</b>	<b>\$45</b>
<b>with window</b>	<b>\$50</b>
Includes 1 playtime	
<b>Duplex</b>	<b>\$40</b>
<b>with window</b>	<b>\$45</b>
Includes 1 playtime	
<b>Studio</b>	<b>\$35</b>
<b>with window</b>	<b>\$40</b>
Includes 1 playtime	

\*Multiple pet families, sharing the same accommodation, receive a 25% discount on each additional pet.

## Exercise & Play

<b>Iron Dog</b>	<b>\$80</b>
Cardio Jog, Agility Field Play, and Swim	
<b>Agility Field Play</b>	<b>\$35</b>
<b>Water Work-Out &amp; Lap-Swim</b>	<b>\$40</b>
<b>Doggie Day Camp</b>	<b>\$35</b>
<b>5-Day Day Camp Pass (30 Days)</b>	<b>\$150</b>
<b>10-Day Day Camp Pass (1 Free Punch - 45 Days)</b>	<b>\$300</b>
<b>20-Day Day Camp Pass (3 Free Punches - 75 Days)</b>	<b>\$600</b>
<b>1/2 Day Doggie Day Camp</b>	<b>\$25</b>
<b>Sunday Doggie Day Camp</b>	<b>\$20</b>
<b>Boarder Doggie Day Camp</b>	<b>\$20</b>
<b>Cardio Jog</b>	<b>\$25</b>
<b>Pawlates for Pooches/Fit Ball</b>	<b>\$35</b>
<b>One-on-One Play Date or TL-Cuddle Date</b>	<b>\$20</b>
<b>Additional Walk</b>	<b>\$10</b>

## Special Services

<b>Senior or Sport Massage</b>	<b>\$35</b>
<b>Limo-Van Service</b>	<b>\$4 per mile, \$20 minimum</b>
<b>Vacation Photos (Set of 4)</b>	<b>\$10</b>
<b>Personal Shopping Spree</b>	<b>Per specified amount</b>
<b>Busy Treat Package</b>	<b>\$15/\$20/\$25 by pet size</b>
<b>Busy Treat Refill</b>	<b>\$2 per refill</b>
<b>Hearty Holiday Meal</b>	<b>\$5 per meal</b>
<b>À la carte Meal Extras</b>	<b>\$2 per item per meal</b>
Chicken, Chicken Broth, Cheese, Green Beans, Peanut Butter, Rice, Pumpkin, or Tuna	
<b>Medication, Supplements, or Injections</b>	<b>\$3 per administration</b>
<b>Group Training Classes</b>	<b>\$250 per 6 week session</b>
Puppy Preschool / Obedience I & II / Agility I & II	
<b>Private Training</b>	<b>\$550 for 5 Sessions</b>
<b>Training Consultation</b>	<b>\$30*</b>

\*Fee applicable towards any training service

## Salon & Spa

<b>Spa Bath</b>	<b>Fee based on breed and weight</b>
Two shampoos (first to wash away dirt from the coat, second to cleanse down to skin), full conditioning treatment, cool blow drying, top coat brush out, Pawicure, and ear cleaning.	
<b>Complete Groom</b>	<b>Fee based on breed and weight</b>
Spa Bath plus professional clipping to breed or preferred specifications with hand scissor finish.	
<b>Hand-Stripping Groom</b>	<b>Fee based on breed and weight</b>
<b>Hand-Scissor Groom</b>	<b>Fee based on breed and weight</b>
<b>Express Service (straight through while you wait)</b>	<b>\$20 additional</b>
<b>Eye Cleaning &amp; Eye Area Trim</b>	<b>\$10</b>
<b>Ear Cleaning</b>	<b>\$5</b>
<b>Ear Cleaning &amp; Hand Plucking of Hair</b>	<b>\$12</b>
<b>Teeth Brushing</b>	<b>\$8</b>
<b>Anal Gland Expression (external only)</b>	<b>\$8</b>
<b>Pawicure<sup>SM</sup>: Nail Trim &amp; File/Grind, Paw Pad Hair Cut</b>	<b>\$15</b>
<b>Color Nail Polish</b>	<b>\$15</b>
<b>Soft Paw<sup>®</sup> Nail Caps (requires Pawicure)</b>	<b>\$20 per set</b>
<b>De-Matting and/or Heavy Undercoat Removal</b>	<b>\$60 per hour</b>
<b>Feline Sanitary Shaving (does not include bath)</b>	<b>\$20</b>
<b>Hot Oil Skin &amp; Coat Treatments</b>	<b>\$10/\$15/\$20 by weight</b>
<b>Medicated Shampoo</b>	<b>\$10/\$15/\$20 by weight</b>
Helps with skin allergies, eczema, sunburn, hot spots and relieves itching on contact.	
<b>Hypo-Allergenic Shampoo</b>	<b>\$10/\$15/\$20 by weight</b>
Moisturizes and soothes the skin. Great for sensitive and dry skin.	
<b>Unscented Chemical Free Aroma Therapeutic</b>	
<b>Wash and Conditioner</b>	<b>\$10/\$15/\$20 by weight</b>
<b>Flea Shampoo, De-Skunking Shampoo and Tar Removal</b>	<b>\$10/\$15/\$20 by weight</b>
<b>Mud Bath Treatment</b>	<b>\$30/\$40/\$50 by breed and weight</b>
Cleanse, protect and rejuvenate your dog using one of four skin nourishing mud bath treatments - Flea Relief Mud, Mobility Mud, Shed Safely Mud and Smoothing Mud. Treatments are in addition to the Spa Bath.	
<b>Blueberry Facial</b>	<b>\$10</b>
Ideal for removing and cleaning tear and beard stains. Perfect for white and light-colored coats.	

*Olde Towne*  
PET RESORT