



RENAISSANCE PET RESORT & SPA

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FALL/WINTER 2007

IT'S NEWS!



HOLIDAY SPECIALS



Renaissance Pet Resort & Spa

1346 E. Ramsey St.
Banning, CA 92220

Tel: 951.849.5020
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A MESSAGE FROM YOUR HOSTS



Don & Katryn Robison



We would like to take this opportunity to wish our human friends and their companions a very **HAPPY HOLIDAY SEASON.**

It is because of cherished friends like you that Renaissance Pet Resort is alive and thriving every day. Thank you!

We have all kinds of products and services to offer you. They are featured throughout the newsletter. As always, if you have any questions, we are available to answer them either by phone, in person or by email.

SHOP OUR BOUTIQUE



24 HOUR NOTICE, PLEASE

We recognize that schedules change and situations arise, but we like to be considerate to all. If you find the need to cancel your pet's reservation, there is a very good chance someone else's pet is anxiously waiting to take that room. Achieving the level of cleanliness we demand takes much work and time.

Think of us as you would your favorite 5 star hotel, check-in and out policies are in

force and allow for the room to be prepared for the next guest. Please be considerate in honoring our 24 hour cancellation & change policy and feel comfort in knowing your pets are receiving the utmost in care.

- Let us know if you need to cancel
- Let us know if you must pick up your pet earlier than scheduled.

Please contact us for more information.



**WE MUST HAVE
CURRENT
VACCINATIONS
RECORDS.**



Holiday Open House

We encourage you to join us for our annual HOLIDAY OPEN HOUSE on Monday, Dec. 10 from 8 in the morning to 8 at night.

You will be treated to specials, tours, savings and good company. We promise surprises for you and your pets.

PET PORTRAITS



Professional photographer **Karen Mezzano** will be available to take one-of-a-kind photos of your cherished companion animal.

Appointments are available from 10am-3pm on December 12th ONLY. Don't miss out on this holiday special: 11 portraits for \$39.95 (1) 8 x10, (2) 5 x7, (8) wallet size. Please call: 951.849-5020 to schedule your time while appointments are still available.

Customer Loyalty Program

Here's our simple reward program to our loyal clients:

- ◆ No charge to join
- ◆ Cards issued can be attached to pet's belongings
- ◆ Membership can be tracked by phone number or name
- ◆ Your information will never be sold or shared
- ◆ "Members Only" special sales
- ◆ Points accrued through sales (1 point= \$1). Special discounts at tiered levels
- ◆ Free bath to honor pet's birthday (1 per year)
- ◆ Points earned for referrals.
- ◆ Special notice of new items or changes

SIGN UP TODAY!



"The Paw-si-tively

Purrfect Pet"

Special Holiday SPA PACKAGE



- ☐A pampering, aromatherapy groom session (bath, tidy or haircut)
- ☐Playtime with friends (we all need playtime)
- ☐Massage - - - the holidays are hectic for pets too!
- ☐A gourmet treat - - - chosen by your pet!
- ☐Pick Up and Delivery Service—This is our signature "limo" service for pets. We pick up and deliver! Reservations required, Members save \$2.00! Good thru 12/31/07. Not to be combined with other discounts.

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RESORT & SPA