



PetSmart PetsHotel®

The PetSmart PetsHotel provides safe, interactive year-round overnight and day care services for dogs and cats. PetSmart PetsHotels are located inside of more than 192 PetSmart stores across the United States, Canada and Puerto Rico and are an average of 5,000-7,000 square feet in size.



All four-legged guests receive personalized attention and care so their pet parents know that their pets are safe and happy. Our pet guests receive round-the-clock, personalized care by pet care specialists trained in the specific care requirements of dogs and cats. A veterinarian is on-call 24 hours per day and each pet's daily activities are documented on activity sheets called "Pawgress Reports," giving pet parents a detailed record of their pet's stay.

The security and safety of pets is the priority at PetSmart PetsHotels. Our caregivers, chosen for their commitment to pets, are on-site 24-hours per day, so the pets in our care are always supervised. Every dog guest is given an individual I.D. collar at check-in, and as an added precaution, video cameras are located throughout each PetSmart PetsHotel. Also, the interior of every hotel is equipped with keypad entry double doors to help keep pets in and unauthorized people out.

Dogs and cats are welcome at PetSmart PetsHotels, provided they have all necessary vaccinations, including rabies, distemper, parvovirus and para-influenza. The bordatella vaccine is required to be boosted every 12 months for dogs.

Pet parents can choose the type of room for their dog, depending on the pet's size, the size of the family (if more than one family pet is staying in the same room) and the amount of pampering preferred. Dogs can relax in Atrium dog rooms or pet parents can upgrade to suites and luxury packages with extra amenities.

PetSmart PetsHotel amenities are plentiful. Dogs can relax in rooms complete with hypo-allergenic lambskin blankets. Meals and daily walks are also included with the stay. Canine guests can enjoy watching television tuned to pet-themed shows, sleep on raised poochy cots, and take phone calls from pet parents at the "bone booth" (a.k.a. pet phone booth).





Socialization is key for a dog, and supervised play and treat times provide this opportunity to our canine guests. Treat times can include dog-safe soft serve ice cream or chew toys with flavorful fillings.

Feline guests enjoy the serenity of private “Kitty Cottages” with personalized “TLC” time with our pet care specialists, meals and hypo-allergenic lambskin blanket. The PetSmart PetsHotel is enclosed and completely air-conditioned and heated. The air-conditioning and filtration system for the cat area is separate from the dog rooms and suites so cats and dogs do not smell one another.



At its largest size, a PetSmart PetsHotel has up to 120 atrium rooms, 25 suites, 12-22 kitty cottages and up to five playrooms. PetSmart PetsHotels are staffed with 20-25 associates.

PetSmart Doggie Day CampSM



Each PetSmart Hotel offers Doggie Day Camp, a service that ensures pets have a fun, safe and active alternative to staying home alone. Doggie Day Camp provides all-day play and exercise with other dogs friends under the supervision of PetSmart safety-certified associates in every play room. Each dog must pass PetSmart’s Pawsitively SafeSM Pet Evaluation & Assessment before participating in group play to ensure all dogs have a safe and enjoyable experience.

For more information about PetSmart PetsHotels and Doggie Day Camp, visit www.petsmart.com/petshotel.