

September 16, 2007

Ms. Debra Castleberry  
Hanover Your Pet  
8533 Meadowbridge Road  
Mechanicsville, VA 23116

Dear Debra,

We want to express our sincere thanks to you and all your staff who cared for Annie (English Cocker) during her stay September 8<sup>th</sup> through the 15<sup>th</sup>. This was our first experience in boarding a dog in many years and we were not sure what to expect when we brought her home. She obviously had a very good time, and if she could tell us, would like to return tomorrow!

We know she received her ear drops, as we requested – as her ears are free of infection, for which we're grateful. She certainly had great grooming as well – and bringing a clean dog home was such a treat. I called twice during the week to check on her and your staff was most gracious and able to answer our questions.

Please give kudos to all your staff who cared for her and who care for many other dogs and cats who are boarded at HYP. We commend you for a clean, efficient and friendly place to board pets. It means so much to know a pet is safe and treated with respect. No doubt, Annie will return again when we need to travel without her.

With warm regards,



Carol and Bill Morling