

GOLDEN DAYS PET SERVICES INFORMATION PACKAGE



OUR 10 GOLDEN RULES

And how they provide our pet parents with security & peace mind when they have to be away

Plus Five Star Reviews, Our Mission

Services, Q. & A's, and much more



Here at Golden Days Pet Services our mission is to provide the highest quality, professional pet care available in The Orange County area. Golden Days Pet Services provides unsurpassed personal service to the pets in our care and to their parents with 100% communication and satisfaction guaranteed.

Our company has grown from our dedication to quality and on our love for animals, and that love continues to be the foundation of our success. We know how difficult and heart-breaking it can be to leave your pets, whether you are away for the day or 2 for extended periods of time. We are dedicated to providing and maintaining a stress-free, loving and familiar environment for your pets. Our extensive knowledge, and ongoing educational programs in pet care, nutrition and safety, insure all the pets in our care have a great friend and guardian, and most importantly provide you, our client with security and peace of mind.

Happy Tails,

Michael O'Neil

Pet Lover, Pack Leader & Owner

www.goldendayspetservices.com

michael@goldendayspetservices.com

949.445.3738

833.PUP.WALK



PACK SLEEPOVER – SEMI PRIVATE DOG BOARDING

Our Pack Sleep Overs, or boarding service, are a safe, convenient and affordable way to make sure your best friend is in good care. Reservations include 24/7 customer support and photo updates of your pooch enjoying a doggy "vacay" of his own. With 5-star reviews, and prices comparable in most cases cheaper to those of local kennels, you can finally travel with peace of mind.

Member IAABC

(International Association of Animal Behavior Consultants)

At Golden Days Pet Services it's important to me that all the dogs that stay in our home feel like they are at their home, whether they're boarding for a few days or staying for two or three weeks. Equally important is that all my clients be treated as friends and that they feel comfortable with the personal attention and care provided to their pets.

As your dog's host, we give your dog the same special attention that we give our dogs...actually probably a bit better. They are guests after all and guests are special! Your dog will benefit from constant human and canine companionship. This is a 24-hour x 7 day a week focus and passion, where dogs get all the attention. After all, it's their vacation! We have cared for puppies, adults, and seniors, including giving extra special attention to their dietary, hygiene, and medical needs.

OUR DOG GUESTS ENJOY

- 🐾 2 Walks Per Day minimum
- 🐾 Continuous Fresh Filtered Water
- 🐾 Unlimited Potty Breaks
- 🐾 Lots of Exercise (if they want)
- 🐾 Playtime (Bella the 6-year-old resident Golden LOVES to play) Plenty of love, attention and doggy pampering.
- 🐾 Soothing Music and Television
- 🐾 Comfortable Bedding

The only kid here is the resident Golden Retriever, Bella, so nothing is off limits in this 2-story 2000 sq. ft. single-family home. Wood floors throughout allow us to maintain a clean and healthy vacation environment for your pet. Floors are steam cleaned a minimum of once per day. Every other day we disinfected inside and outside with "256" a professional grade kennel disinfectant.

Beautiful and abundant walking trails and parks near your dog's vacation home. Your vacationing dog can even take an optional outing to a nearby well kept dog park, with your approval of course.

NEW! We are proud to offer DogTV - Television exclusively for dogs! DOGTV provides television for dogs as a 24/7 digital TV channel with dog - friendly programing scientifically developed to provide the right company for dogs. Through years of research with some of the world's top pet experts, special content was created to meet specific attributes of a dog's sense of vision and hearing and supports their natural behavior patterns. The result: a confident, happy dog, who's less likely to develop stress, separation anxiety or other related problems.

What's a vacation without pictures? Our doggy guests are the center of attention so complimentary digital pictures of your furry friend's vacation adventures are included with stays. To provide an extra level of comfort, or if you simply just want to say "Hi" to your best-friend, Skype and FaceTime sessions can also be arrange.

PET SITTING

Your pet sitting service includes the usual. At your designated time window, we will discretely enter your home (our cars do not display any signage that may otherwise alert your neighbors of your absence) and spend a quality time engaging your pet in play time, yummy feedings, giving them fresh clean water, briskly paced walks and much LOVE & attention. Upon request, we will then also water your plants & collect the mail & newspaper, change lighting & curtains for your home to appear lived-in.

The typical length of these visits is 25 to 30 minutes. Longer visits can be arranged for an additional charge and are recommended for multiple pet households.

We offer walks & pet sitting visits in 10, 30, 45 & 60-minute increments. We do not gather multiple dogs from different households; we are exclusively with your pet. This allows your walker to spoil your dog with their time and attention.

We recommend an absolute minimum of 2 visits per day. If you will be out of town for more than one day 3 visits are the recommended minimum.

SERVICES

Time may also be allotted for:

-  *Playing with toys*
-  *Brushing*
-  *Petting*
-  *Dressing your pup in their favorite outfit*
-  *Feeding*
-  *Giving medications*
-  *Adjusting lights*
-  *Bringing in packages*

Taking out trash
Anything else to meet your pet's needs, as well as your We always leave a happy pooch, a handwritten note, a fresh bowl of water, and a treat, if allowed.

DOGGY DAY CAMP

Doggy Day Camp is a cage-free service designed for social dogs to play and have fun. Day Camp provides an outlet for excess energy, exercise and socialization. Trained staff monitors safe play and each dog must complete a Day Camp Evaluation before being accepted into camp.

Golden Days Pet Services offers large and small Doggy Day Camp. Safety is our primary goal, therefore Doggy Day Camp is not for every dog. It is not a place for aggressive dogs to learn how to be social. Doggie Day Camp is limited in size and clients are strongly encouraged to make reservations in advance to avoid disappointment. Priority goes to clients with standing reservations.

To be accepted into our Doggy Day Camp program, each potential Doggy Day Camp guest must:

Complete the Guest Profile and Evaluation Check-In

Be at least 12 weeks of age and have completed their full series of vaccinations, including bordetella vaccine.

Meet our vaccination & temperament standards

Be spayed or neutered (except puppies under 6 months)

Attend a day camp evaluation day and be deemed "safe for play"

WOOF WAGON (PET TAXI)

Too busy to drop your loved one off or need someone to bring your best friend to the groomers or the vet? The Golden Days Chauffeur will be happy to pick up your pet from your home or office in style in a BMW X3.

GOLDEN PAW CONCIERGE SERVICE

Not enough time in the day to do everything? Forget something before your trip and don't have time to go and pick it up? Do you need anything special done? We're here to make your time away from your home and beloved pets as stress-free and easy as possible, which is why we offer a variety of concierge options. If you need something taken care of that we don't have listed, feel free to email us what you need and we'll see if we can get it done for you. We're here to help in any way we can. For a complete list of our concierge options please click [here](#)

TRAVEL/EXTENDED STAY & SLEEPOVER

Need a hand in the comfort of your hotel or vacation home? Enjoy your day or evening out on the town knowing that your beloved pet is in good hands and having fun! Do you have an elderly dog or puppy that needs some extra attention? Our pet companion will come and pet sit for the day or evening at your pet-friendly hotel or in your home or office while you're away - just like ordering a babysitter! Who said our pets aren't our kids? Of course, they are! Two-hour minimum.

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GOLDEN RULES



"We have designed our services with one primary intention - to provide our incredible clients with peace of mind. We consistently fulfill this promise by adhering to our unique Golden Days Pet Services guiding principles we call the Ten Golden Rules"

GOLDEN RULES

PROFESSIONALISM

Golden Days Pet Services is a professional pet care company. This is not a hobby or a part-time endeavor to earn a few extra bucks. Our clients know and have confidence that they are trusting their loved ones and, in some cases, their homes, to a well-established, experienced, qualified, licensed, insured and bonded business. We have staff that is always available to help our clients and to speak with anyone who is interested in designing a pet care plan of their own. We are members of Pet Sitters International, The National Association of Professional Pet Sitters, the International Association of Animal Behavior Consultants and Pet Sitter Associates. We have certifications in Pet First Aid & CPR and Animal Behavior and Psychology.

VALUE

We understand that supporting and taking care of a pet is a large financial investment, so we have designed our services to offer maximum value to our clients. We offer an assortment of services at many different price points to accommodate just about every pet care budget.

PERSONALIZED PREMIUM SERVICE

We understand that no two pets are exactly alike, so we provide a wide variety of services and options to help formulate a unique pet care plan to fit your individual needs. You will have the opportunity to customize your pet care plan selecting the services and options most appropriate for you and your pet. We always offer a free estimate of all charges before a meet and greet.

FRIST RATE PET CARE PROFESSIONALS

We ONLY have dedicated pet care professionals. We work with professionals who have practical, and extensive experience in the pet care industry and who view their relationship with Golden Days Pet Services as a career path. An extensive screening process is conducted on all applicants which includes an extensive criminal background check.

SAFTEY

To ensure the safety of the pets in our care, Golden Days Pet Services believes in and only offers one-on-one care. We do not offer pack walks. Additionally, all of our pet care professionals are local residents of Orange County, so should an emergency arise, we are always close by. For Private dog walks we only use harnesses that are specifically engineered to prevent your dog from "slipping" free which is a common problem with traditional collars and harnesses. For our boarding guests we provide sanitize all surfaces with kennel grade cleaner and frequently sanitize toys and bedding to insure you pets stay happy and healthy.

EXPERIENCE & EDUCATIONAL DEVELOPMENT

Our experience and knowledge allow us to better understand your pet's needs and how to best interact with them. Golden Days Pet Services strongly believes in the importance of ongoing education and professional development. We are dedicated to training and staying current with the latest developments in pet care and animal behavior. Just one aspect of this commitment is offering Pet First Aid Certification and re-certification to all of our pet care professionals.

TECHNOLOGY AND CONVENIENCE

To help our business run as efficiently and smoothly as possible we take advantage of all that technology has to offer. We use a high-tech scheduling and database system so NO pet is ever left behind. This portal also provides convenience for our clients to book pet care, view their personal service calendar, view photos of their pets adventures and update their billing information and password. We publish a blog and run awesome contests and promotions on Facebook and Twitter. Our clients are able to keep their files up-to-date electronically so nothing falls through the cracks.

COMMUNICATION

We are here to provide our clients with an exceptional pet care experience. This is done not only with first-class pet care but also with exceptional customer service. We appreciate the value of open communication with our clients. You can reach the office between the hours of 8 a.m. & 8 p.m.. We also monitor the voice mails, text messages, and emails during the day and in the off-hours in the case of an emergency. Ad-

GOLDEN RULES

ditionally, our sitters leave detailed pet report cards at each visit and can keep also updated on your furry loved ones by sending a photo via text or email.

FOLLOW-UP

To best serve our client it is vital that we obtain feedback so we always follow-up to receive an assessment of your Pet Nanny experience. We highly encourage our clients to let us know what they loved about the process and what suggestions they may have.

GENUINE LOVE OF ANIMALS

Golden Days Pet Services was established on my personal love of dogs and for animals, and this is still the foundation of our success. All of us at Golden Days make it our priority to provide your pets with as much love and attention as you would. Our primary purpose is to promote your pet's health and well-being.





Michael, how did you get started in the pet sitting industry?

Well, briefly I was unhappy in my career as a financial services executive and when the economy slid into the Great Recession the company that I worked for sold it's client base, I was given a severance package and laid off. I had always wanted to work for myself I just didn't know what type of business to start. I have always been around dogs and I was reading a financial magazine about what people were doing during the recession to earn money. One of the things they covered was pet care. It thought wow, I'd like to do that so I gave it a shot and it just took off on me.

I am a hardcore animal lover, so I knew in my heart that starting a pet care business was the perfect fit for me. I opened the door of Golden Days Pet Services in 2014 and have been loving my "job" and my life ever since. I'm able to make a living centered on something I love.

What type of clients do you work with?

We work with pet owners in Orange County California who are searching for top-quality pet care that provides true security & peace of mind while they travel or when they have to leave their pets for long hours or long periods of time because of work or other obligations.



Wonderful! With our two dogs who have rarely been boarded or in contact with other dogs. Michael is professional, reliable and communicates well so that we knew how our boys were doing. He sent us photos, and we could tell our dogs were happy campers. Thank you, Michael!

~Lori H.



How are you different from other pet sitting services?

I have put my heart and soul into creating an extraordinary pet care service that truly provides pet owners with security & peace of mind that their pets and their homes are being well-cared for in their absence.



THE best! This was my first time dropping little Loki off to someone and I felt completely comfortable...he even sent me an adorable video compilation of Loki throughout the day as well as pictures. I won't be taking Loki anywhere else!

~Kelli W.

*I created our **10 Golden Rules** to ensure that every one of our clients receives the BEST possible service and overall experience. Each part in our 10 Golden Rules is what sets us apart. Our primary goal is to provide our clients with the security & peace of mind that they know their pets and their home are in the best possible hands. We want our clients to leave confident that their pet is receiving the love, attention and exercise that they deserve. We accomplish this by following our 10 Golden Rules.*

The 10 rules are...

- 1. Professionalism***
- 2. Value***
- 3. Personalized Premium Services***
- 4. Safety***
- 5. First-rate Pet Care Professionals***
- 6. Experience and Educational Development***
- 7. Technology and Convenience***
- 8. Unsurpassed Personal Service with Outstanding Communication***
- 9. Follow-up***
- 10. Genuine Love of Animals***

What services do you offer?

Golden Days offers a variety of pet care options to accommodate the individual needs of our clients and their pets. We offer **semi-private boarding** in a pet care professional's home. This is open concept boarding, meaning your dog is free to roam about just as they would in your home. For obvious reasons this option is very popular but because it's in an actual home availability is very limited.

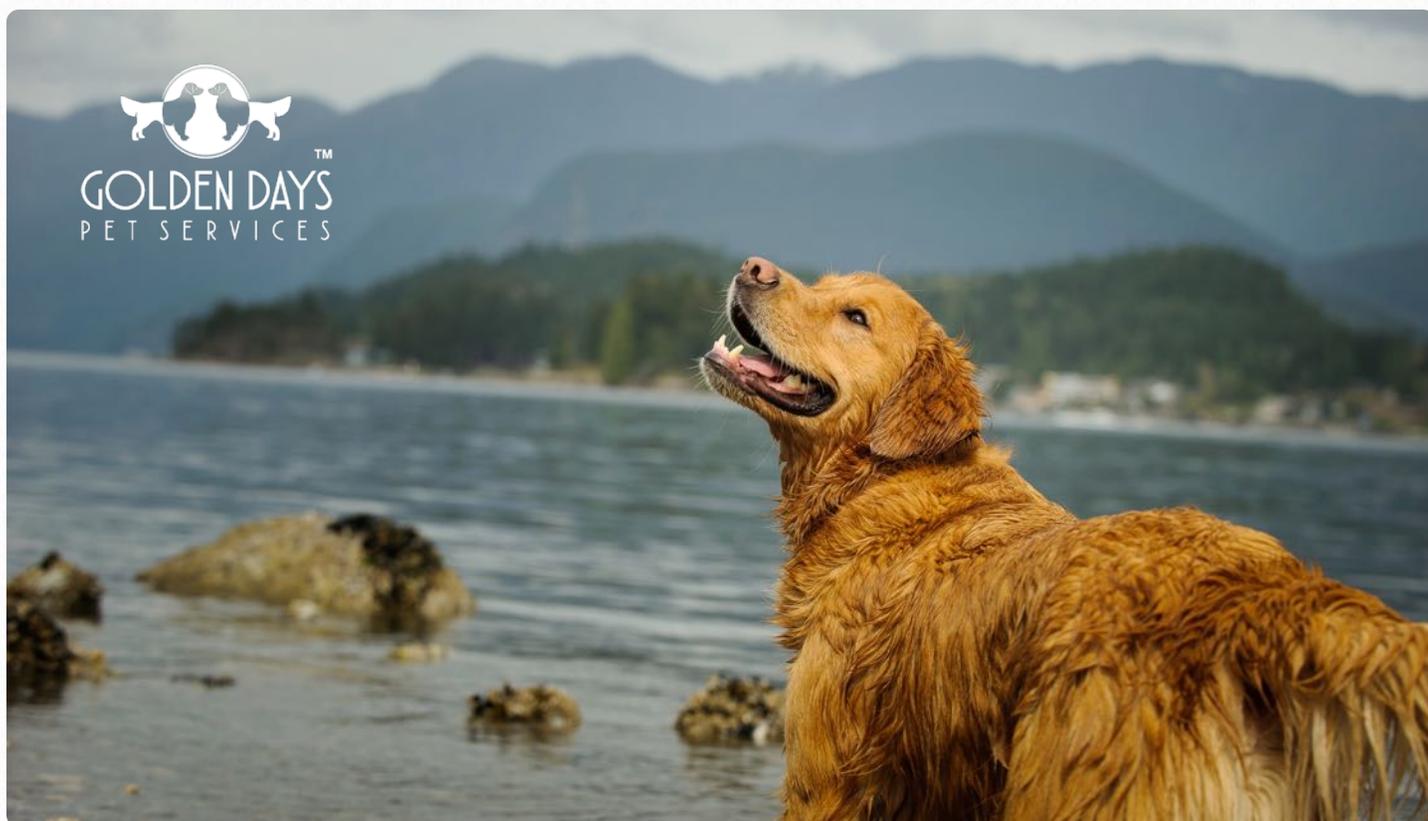
Two of our most popular services are in-home **pet sitting** and **private dog walking**. For these options our pet care professionals travel to our client's homes to care for their pets. We provide service for whatever they need; travel, long work hours; a late meeting, recovering from surgery; working from home but not enough time to walk the dog, don't trust the kids to care for the animals properly. Whatever the reason, we'll be there! Our client's are mostly cat and dog owners but we'll also visit rabbits, birds, frogs, guinea pigs, gerbils, hamsters, iguanas, etc.

Doggy Day Camp, is another service that we offer, and is our version of dog daycare. It is a cage-free service designed for social dogs to play and have fun. Day Camp provides an outlet for excess energy, exercise and socialization. Trained staff monitors safe play and each dog must complete a Day Camp Evaluation before being accepted into camp. This service has limited availability as Doggy Day Camp is at a pet care professional's



From the meet and greet, to the pics he sent during the boarding, to the flexibility he extended to add an additional overnight when our return was delayed Michael made it easy and stress free to work with him. He's not only a dog lover, but a true professional. We will board with him again, and recommend.

~Doug





home and not a big industrial facility which allows for more individualized attention and care.

Safety is our primary goal, therefore Doggy Day Camp is not for every dog. It is not a place for aggressive dogs to learn how to be social. Doggie Day Camp is limited in size and clients are strongly encouraged to make reservations in advance to avoid disappointment for the popular care option.



Truly wonderful with my 9 week old puppy. I had terrible anxiety with leaving him with someone so soon but Micheal was everything I hoped for. I absolutely will be using him again!

~Rachel N.

Our **pet-taxi service**, we call it the **Woof-Wagon**, is another popular service with busy pet parents. We will pick up your pet in a 2019 BMW X3 and bring them to the vet, the groomers, to and from boarding or wherever the client requests. We're unique in that we can truly customize a pet care plan based on the individual needs of our client's.

Our clients can customize how long they would like their Pet Care Professional to visit with their pets. We will also bring in the mail, take out the trash, rotate the lights and open and close the curtains to give the home a lived-in look. We also offer a variety of premium concierge services that our client's can schedule to compliment their pet and house care routines.

What times do you do pet sitting visits and private dog walks?

Our sitters can visit their client's homes up to 4 times per day.

- The **"Morning"** time slot is between 9 a.m. & 12 p.m..
- The **"Mid Day"** time slot is between 12 p.m. & 3 p.m..
- The **"Early Evening"** time slot is between 3 p.m. & 6 p.m.
- The **"Evening"** time slot is between 6 p.m and 9 p.m.
- The **"Late Night"** time slot is between 9 p.m and 12 p.m.

No longer than 12 hours ever goes in between visits. For example, if your pooch were visited at 8pm, the your pet care professional would arrive to your home by 8am the following morning.

We offer 15-minute, 30-minute, 45-minute, 60-minute, and longer upon request visits and private dog walks. The client chooses the duration of the visits or walk and can mix and match to design the best plan for his or her pet.

Do you offer your premium concierge services to people who do not have pets?

Absolutely! We have many clients who contract Golden Days Pet Services to visit their homes while they travel to do all of those things. This gives them peace of mind that their home is safe while they are out of town. So, no, you do not have to have a pet to use Golden Days Pet Services..



This was our first experience with boarding.

I was concerned about fireworks, and finding a last-minute, safe place for our beagle to spend New Year's Eve. Michael was awesome! He took great care of penny, and even sent me some pictures during her stay.

He's very kind and professional. We will be back next time penny needs a vacay.

~Jackie A.





It's been awhile since we brought our Labrador to Michael's, but he was wonderful with him and we would be very glad to take him to Michael's again! It was very last minute, and a holiday weekend, but Michael was great with us and welcomed our dog in a very calm and relaxing environment (he can tentative in a new environment). When we picked our pup up, he was relaxed, happy and tired. Thank you

~LoriO

Are there extra costs for services rendered on a holiday?

You may ask why we charge so much for holidays? There are many reasons but the primary reason is economic. Our pet care professionals are hourly employees of Golden Days Pet Services and not independent contractors. As such, we comply with California State Labor Laws. On a holiday, like Christmas for example, every employee is paid holiday pay whether they work or not. If they do work, they must be paid at a rate 1.5 times their normal rate of pay for the first 8 worked hours and 2 times their normal rate of pay for any hours over 8. So, at a minimum we are required to pay our team members 2 1/2 times their regular rate of pay. For example, if someone was paid \$10 per hour, (this is an example out employees make more than \$10 per hour), if they work a holiday they receive \$25 per hour.

Can I schedule service after the meet & greet?

Absolutely! Some client will actually put down a deposit before hand to insure they get the dates and times that they want. All clients are provided with login information to their secured Golden Days Pet Services account. From their account they are able to schedule service, check their personal service calendar, update their billing information, update their password, put packages, and view complimentary pictures that are taken from time to time of their dogs adventures with Golden Days; It's an easy and effortless way to manage your pets care. All scheduling requests are placed in a pending status and are confirmed within 24 hours.

How about last-minute requests?

We're more than happy to schedule pet care for last-minute needs, however we cannot guarantee that we will have availability or that a pet care professional is going to be available on short notice, (though 99% of the time it really isn't a problem)

We also only schedule service during our regular business hours (8AM-8PM Monday through Friday). There is a one-time \$10 nonrefundable late booking fee for all primary services requested without 24-hour notice.

Can your clients schedule directly through their sitter?

No!!!! For the safety of our client's pets all visits MUST be scheduled through Golden Days Pet Services or one of our 3rd Party Affiliate websites. We use a high-tech scheduling program, which allows us to monitor our operations in the field and helps ensure "that no pet is left behind."

If a client were to schedule directly through their pet care professional and the sitter forgets to inform the office, that takes us out of the loop and therefore we could not monitor your visit nor would we know to follow-up with the sitter to make sure that the client's pet have been seen and cared for properly.

Golden Days Pet Services will not be held liable for visits scheduled without the offices knowledge. It is also a violation of your service agreement with Golden



Michael was wonderful with our dog. She is an only child so we are pretty particular who she stays with. I just took her for a walk and I can see a tremendous change in her anxiety level and ability to socialize which is something Michael and I agreed needed to be worked on during her stay. Thanks Michael.

~Julie B





GOLDEN DAYS
PET SERVICES



Thank goodness we found Michael!!! He is a professional (detailed, clean, responsible, experienced) pet sitter with a loving heart and an understanding of dogs at all ages. We have a very old dog and a year old puppy. He was able to make both feel at home even though both had never been to his house before. We were on vacation so our family was bit nervous about dropping off our dogs with someone we had never met before and we were very fortunate our research lead us to Michael. We have his number in our phone now and we will be calling him again!

~Fiona S.

Days Pet Services where you agreed not to solicit or book pet care services with your pet care professional.

What does it mean that you are bonded and insured?

A dishonesty bond gives you peace of mind that you will be reimbursed if anything is stolen from your home. Anyone that has workers enter their home should be sure that they have a dishonestly bond.

We also carry a liability insurance policy that protects from financial loss in the event that we were liable for accidents that occur while caring for our client's pets. Any responsible, professional business should carry liability insurance.

We are happy to provide our clients with proof of insurance and our bond. We can easily email them a copy of our certificates.

What forms of payment do you accept?

We major credit cards, Visa, Master Card & American Express. EFT , PayPal, Bank Transfers, & Cash. We are also working with PayPal to allow our clients to pay for their pet care over a specified period of time interest free. Pet care can sometimes be a financial stressor on a families budget so I'm excited that we will be offering tis service in the coming months. Stay tuned!

Do you accept checks?

Our payment processor allows for electronic checks but we do not accept personal or business checks or travelers checks. The forms of payment we accept are those listed above.

When are payments due?

A minimum deposit of 50% is required at the time of booking to secure and lock in your pets spot on our schedule. Most of our clients pay in full at the time of booking. During non-holiday and non-summer time periods final payment is due 7 days before the pets check-in date or the date your services are scheduled to begin. During holiday and summer time periods final payment is due 14 days before the pets check-in date or the date their services are scheduled to begin..

Do you care for pets that have aggression issues?

If the pet aggressively bit someone in the past then no, we cannot provide service. That is too much of a liability issue. If the pet is skittish and maybe just growls around those he doesn't know, then we will be happy to work with the client to see if a pet care plan can be designed that works. Our sitter will interview the client and the pet to determine if this is possible. If additional visits are necessary to socialize the pet with our pet care provider then the client needs to be present at all visits and pay the normal service fee until socialized. If at any time our pet sitter or pet owner feels that it is unsafe to perform a service, we will reserve the right to discontinue service.



Golden Day Pet Services is like the Ritz-Carton for Dogs! Michael has the best customer service ever and my dog gets the royal treatment every time he stays the night! My dog Duke is so happy when I drop him off! Michael sends pictures, posts, and updates on Dukes daily activities. I know he is in good hands with Michael and I do not worry about his care when I am out of town. I highly recommend Golden Days Pet Services!!!
~Bonnie M.





Do you administer medication?

Yes, Please let us know what your pets medical needs to insure we have the most skilled Pet Care Professional for your pets needs.. There is administration fee to cover the documentation and the additional insurance. Fees are assessed per prescription per dose. Oral medications at \$1.50 per Rx per dose, with a \$7.50 per day maximum charge and injectable medications are \$3 per does per. Rx with a maximum per day charge of \$15.



Michael is no doubt an animal lover. He went beyond the call of duty and took very good care of our labs not to mention our two cats. Will I refer him to friends or would I use him again?

You bet!

~Joe R

What happens if a pet becomes ill and the client is out of town or unable to leave work?

If we suspect that something is wrong with a pet, we will call you at the emergency phone numbers we have on file. If the client believes the veterinarian should see the pet, we will transport him to the veterinarian's office for examination and treatment. In the event we cannot reach the client, we will decide if the veterinarian should see your pet. If necessary, we will take your pet for treatment. You will be billed for any extra time we spend for these repairs.

How does a client go about getting started? How quickly can that happen? What if they have additional questions?

If you're interested in retaining us for one of our service offerings or have additional questions simply call our office at 949.445.3739 or toll-free at 833.PET.WALK

or email us at info@goldendayspets.com. When someone is ready to book one of our services we have a very simple resignation and reservation process that we'll go over and walk them through. A client can begin the process at anytime, as I said it's fairly straight forward and we're always here to provide assistance and support.

Most importantly, what kind of results can people expect when working with Golden Days Pet Services?

I sound like a broken record, but the greatest result is peace of mind. Our clients can travel, work or leave their homes for whatever reason, guilt-free because they know that their pets and their homes are in the best possible hands. Their pets are going to receive topnotch care; they're going to be relaxed, comfortable, well exercised, and doted upon. Their houses are going to be safe guarded and kept tidy and neat. They are going to have happy and healthy pets.

If you're interested in getting started with Golden Days Pet Services you have a few simple options...

-  You can call the **office at 949-445-3738** or toll-free **833.PUP.WALK** with any questions or concerns.
-  You can fill out a Request a Quote form by clicking [here](#).
-  You can fill out a Become a Client form by clicking [here](#)

Thank you so much for your interest in Golden Days Pet Services!
Big hugs to your furry, feathered and amphibious friends,

Happy Tails,

Michael O'Neil
Pet Lover, Pack Leader & Owner
Iconic Pets Inc.
d.b.a. Golden Days Pet Services



Woofy loves going to Michael's...he can't wait to get in the front door! We really enjoy the dogVacay photos too...they are un to receive on a daily basis. Micheal is a pleasure to work with, always patient and professional. I highly recommend Michael. Nancy & Woofy
~Nancy B



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