



Company Name Goes Here HAS EARNED THE PRESTIGIOUS DIAMOND CERTIFIED AWARD

Independently Rated Highest in Quality



Anne Hadley is manager of Bridewell Hilltop Kennels.



A look at the outside of Bridewell Hilltop Kennels' spacious facility.

Bridewell Hilltop Kennels offers a wide range of pet care services at its countryside facility in Novato. The company's primary focus is providing short- and long-term boarding for dogs, cats, birds, rabbits and other small animals (excluding reptiles), but it also features an onsite grooming salon that offers everything from bathing and brushing to nail trimming and ear cleaning.

Manager Anne Hadley says much of Bridewell Hilltop Kennels' success is due to its animal-oriented business approach. "Our goal is pretty simple: take care of the animals first and provide them with great care at a reasonable price. Everyone who works here truly loves animals, so we take the time to develop relationships with them and learn about their specific needs so they get the best possible care."

Bridewell Hilltop Kennels offers several ancillary services that are designed to improve the quality of each pet's visit, including a dog walking program that features 25- to 40-minute nature walks and a complimentary bath on the day of departure (with a paid seven-day stay or longer). "We can also administer veterinarian-prescribed medications at no extra charge," adds Ms. Hadley. "Each of our policies is in place to guarantee the health, safety and enjoyment of our customers' pets."

COMPANY PHILOSOPHY

"Our primary concern is the happiness and well-being of our customers' pets, so we work hard to make sure they're as comfortable as possible during their stays. We want every customer to know that we're taking good care of their pet so they can relax and enjoy themselves while they're gone."

EXCERPTED SURVEY RESPONSES

"They have great hours, they accommodate special requests and they don't charge extra for giving a pill. They match dogs with a good roommate when necessary."—Corey C.

"They treat the animals well. The pens are clean, and they seem to take time with the animals."—Dennis C.

For complete rating and research information on this company, go to:
www.diamondcertified.org/report/bridewell-hilltop-kennels

BRIDEWELL HILLTOP KENNELS

(415) 231-2087

325 Sunset Trail
Novato, CA 94945

Serving all of Marin County

www.bridewellhilltopkennels.com

Philip Sheridan, Owner
Anne Hadley, Manager

SERVICES

Day Care
Grooming
Boarding for Dogs, Cats, Birds,
Teacup Pigs, Guinea Pigs and Rabbits

HOURS

Mon – Sat: 8am – 5pm
Sun: 10am – 2pm

EMPLOYEES

10

DIAMOND CERTIFIED RATINGS DASHBOARD™

Workers' Comp Insurance
Liability Insurance
Current Complaint File
Business Practices

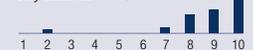
CUSTOMER LOYALTY

Based on 54 random customer surveys made since May 2014 asking each customer: "Would you use this company again?"



CUSTOMER SATISFACTION

"Please rate your satisfaction with the quality received."
Very Satisfied →



RATING STATUS

We declare this company Diamond Certified.
Certification No: 2164
Date: May 16, 2014

Jim Stein
Jim Stein
Founder and Chief Executive Officer
American Ratings Corporation



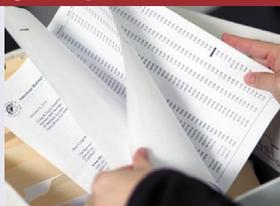
THE RIGOROUS CERTIFICATION PROCESS ASSURES YOUR SATISFACTION

American Ratings Corporation conducts stringent customer satisfaction research.



1. APPLY

The company must apply to begin the rating process.



2. SAMPLE

A random sample of typically 400 past customers is collected from all customer files of the applicant company.



3. SURVEY

Only real customers are surveyed in confidential telephone research to determine the company's customer satisfaction score based on quality.



4. SCORE

To qualify, the company must score Highest in Quality, with a score of 90 or above on a 100 scale.

Rigorous standards are enforced.



5. CREDENTIALS

We confirm that the company has required insurances and valid State-mandated credentials.



6. PRACTICES

The company must perform to contract, have customer-friendly business practices and stand behind its work.



7. COMMITMENT

The company agrees to adhere to the Diamond Certified® Customer Satisfaction Principles.



8. AWARD

If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

We require ongoing customer satisfaction and performance.



9. MONITOR

We conduct ongoing surveys to ensure the company is maintaining high customer satisfaction and loyalty.



10. MEDIATE

The company agrees to participate in Diamond Certified mediation if necessary.



11. GUARANTEE

The Diamond Certified Performance Guarantee provides added assurance of the company's commitment to customer satisfaction.



12. QUALITY

Companies that are able to qualify for and maintain their Diamond Certified awards are much more likely to deliver quality to their customers.

American Ratings Corporation *Defining Excellence*

Our mission is to define excellence and identify for consumers the highest quality local companies. Our team at American Ratings Corporation is the most experienced in the nation in rating and certifying local companies. We are dedicated to ensuring you have confidence in the companies you choose.

We are totally committed to performing all ratings and ongoing certification work with the highest integrity and accuracy.

We believe:

1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance— one customer at a time.

Diamond Certified Performance Guarantee

If you use a Diamond Certified® company, are not satisfied and try unsuccessfully to resolve the dispute, contact us within six months of your service. We'll attempt to mediate a solution with the company. If we determine that the company's resolution to correct the problem is unfair, we will refund to you up to the purchase price with a maximum limit of \$1,000. See the details at www.diamondcertified.org/guarantee.html.

American Ratings Corporation
(800) 738-1138

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