

The Palms Pet Resort

12410 Bandera Road

Helotes, Texas 78023

Phone (210) 695 - 1166

Fax (210) 695 – 1578

2-5-13

Dear Clients,

I have just received the data from the national testing labs on the number of positive Canine Influenza cases by county for Texas. Though there continue to be confirmed positive cases throughout Texas, the numbers are down for all of 2012, and no positive tests have been submitted to the major testing labs for Bexar County in 2012.

Given this information we are temporarily suspending our CIV vaccination requirement for our Palms guests. We continue to highly recommend this safe vaccine as an extra level of protection for your puppies in case the virus were to be brought in from out of town again, as it was into another facility in San Antonio in 2011.

I will continue to vaccinate my 5 puppies annually for CIV, as I have since 2009, and will continue to monitor for any confirmed positive tests in Bexar County. Please know that if any new cases of Canine Influenza Virus are confirmed in Bexar County we will again require the vaccine for all guests at the Palms, and will immediately notify you, as well as post signs in the lobby.

We thank you for the trust you place in us to care for your puppies, and we will continue to do our best to provide the safest, cleanest, and most caring environment for your pet in the greater San Antonio area.

Sincerely,

James Peterson, DVM

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WITH AN ATTITUDE OF EXCELLENCE

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