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## PLANNING NARRATIVE

PetSmart Store #2419

215 Needham Street

Newton, MA 02464

## OVERVIEW

PetSmart currently operates approximately 1,300 stores in North America with annual sales exceeding five billion dollars and employs over 40,000 associates. Founded in 1987, PetSmart is the leading worldwide operator of retail stores specializing in the sale of small pets, pet food, supplies, accessories, veterinary care, pet grooming, training, and boarding services. The vision of PetSmart is to be the preferred provider for the lifetime needs of pets. In this respect, PetSmart provides the total lifetime needs of pets such as adoption, nutrition, health care, and proper pet and owner education. The PetSmart store is approximately 16,000 square feet to be comprised of retail sales area with accessory uses to include a veterinary health facility, a grooming facility, pet adoption area, and a training area. The remaining area of the store is for offices, storage, and facility support. Relying on a single company and facility to serve all the needs of a family member requires trust. PetSmart is building that trust - from the moment a pet joins a family, providing the products, services and solutions to nourish and build the bond between pets and people. The ability of PetSmart to participate in the bond between pets and people is rewarding and distinguishes PetSmart by the services offered for every stage of a pet's life.

## TRAINING

PetSmart offers affordable education for puppies or adult dogs. In addition to ensuring that pets are happy, wellbehaved members of the family, the classes help solve obedience problems - the number one reason pets are turned over to shelters. Typical classes have an average of 5-7 pets and pet parents and are held in a 400 square foot (approximate size) class room within the store.

## GROOMING

PetSmart is the nation's largest provider of professional pet grooming. The grooming facility offers consistent quality and service to pets during regular store hours and is located in a 950 square foot (approximate size) area of the store.

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## ADOPTION

In an ongoing effort to end euthanasia of stray animals, in lieu of selling dogs or cats PetSmart makes space available within each of our stores for our local adoption partners (i.e. human society, municipal shelters, and rescue agencies). This area of the store is to be used by the local adoption partners for housing and displaying dogs and cats available for adoption to qualified prospective pet parents. The cats and dogs maintained at the store by the local adoption partners are kept within their respective areas of the retail store not unlike the keeping and care of cats and dogs for sale at a typical pet store. PetSmart or its designee will see an event permit for the occasional large scale adoption event.

## VETERINARY FACILITY

The PetSmart veterinary facility is a high quality, full service veterinary care facility located within the PetSmart store in a 1,575 square foot (approximate size) area and operated by our Banfield licensed affiliate. The veterinary services are provided by properly licensed professionals and generally consist of outpatient care, routine examinations and vaccinations, pharmacy, dental care, and most surgical procedures. All medical waste is properly contained and handled by experienced qualified operators in accordance with established policies and local regulations. Boarding or keeping of pets is not offered by the vet as a separate service; however, an overnight stay may be required for the safety and/or well being of a pet.

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