

Cancellation Policy

Our boarding facility has limited space and is frequently at 100% occupancy. This forces us to turn away potential boarders. When clients pick-up their dogs early, cancel reservations, or change reservations without adequate notice (at least 48 hours), it is frequently too late for us to fill the space that we reserved for them because the boarders that we turned away have already made other arrangements. Due to the loss of revenue as a result of no-shows, untimely cancellations, schedule changes, and early pick-ups, we have implemented the following cancellation policies:

All NEW CLIENT Reservations must be secured by a valid credit card.

We require at least 48 hours notice for cancellations or reservation schedule changes. When we are unable to re-book the space that is reserved for your dog due to inadequate notice we will charge your credit card a \$25.00 cancellation fee for each run reserved. Clients that fail to provide us with at least 24 hours notice for early pick-ups will be charged for the entire scheduled reservation.

HOLIDAY CANCELLATION POLICY

We provide animal care every day of the year, however, our office is closed for arrivals and departures on these holidays:

- New Year's Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Black Friday (Day after Thanksgiving)
- Christmas Eve
- Christmas Day
- New Year's Eve

Also, the day prior to any major holiday, our hours for arrivals and departures are from 8:00 a.m. to 10:00 a.m.

- ALL RESERVATIONS MUST BE SECURED BY A VALID CREDIT CARD
- All reservations made for any holiday or holiday weekend require a per run \$25.00 non-refundable deposit
- Clients that cancel holiday reservations without at least a 5 day notice will automatically forfeit their deposit
- Clients that cancel holiday reservations with less than 24 hours notice will be charged for the entire booked reservation, no exceptions

HOLIDAY EARLY PICK-UPS OR RESERVATION CHANGES

Clients who reserve space for holidays that fail to provide us with at least 48 hours notice for early pick-ups will be charged for the entire scheduled reservation. In addition, clients who make changes to reservations without providing us with at least 48 hours notice will be charged our regular daily rate for any days that the space reserved remains vacant. We are sorry that it has become necessary to implement a cancellation policy; however it is beneficial to all to have set guidelines for untimely cancellations, early pick-ups, and reservation schedule changes.

AFTER HOURS SERVICE POLICY

Special arrangements can be made for before or after hour drop-offs or pick-ups **at our discretion**. A \$20.00 fee will be charged for any drop-off or pick-up that occurs during non-business hours AND any such service must be prearranged. Please understand that while we value each and every one of you and your pups, we also have a family life, and have to balance them all together.

