

Cancel/Deposit Policy

Policy for Canceling/Shortening a Group Play Boarding Reservation:

Boarding reservations will be confirmed via a confirmation email.

Cancellation fee is \$50.00 per enclosure. If you have more than one pet, but they are in the same enclosure, the fee is \$50 if canceling for all pets in that enclosure. If canceling only one, but still bringing the other(s) in that enclosure, then cancel fees are individual. If you have more than one dog (or cat), but they are in separate enclosures, the fee is \$50 x number of enclosures reserved.

If you have to cancel or shorten your reservation, it must be done by 8:00pm 7 days prior to the scheduled **day of drop off**. Examples: You are scheduled to drop off Monday. You must cancel or shorten the reservation by 8:00pm the Monday prior. You are scheduled to drop off Friday. You must cancel or shorten the reservation by 8:00pm the Friday prior. If you cancel after 8:00pm 7 days prior, you will be charged the cancellation fee per enclosure. If you **shorten** the reservation (reservation DATES, not number of days) after 8:00pm 7 days prior, you will still have to pay for the original reservation.

If your dog is a Private Play client, there is no window for canceling or shortening your reservation.

Deposit Policy

A deposit is **always** required when booking Private Play and cats. A deposit is also required for regular play during Holidays and other special times of the year. Your fur kids do NOT have a reservation until the deposit is received. **All deposits are non-refundable and non transferable, no exceptions.** So, please remember that if you cancel at any time, you lose the deposit. Deposits are in lieu of the cancellation fee unless there are multiple pets in the same enclosure. If that is the case, see the cancel fee policy above. Deposits are not an additional charge, and will be subtracted from your boarding total. Once we receive the deposit your **dates** are locked in. Make sure those are the dates you want. You can add days if we have openings available. You can drop off later, or pick up early, but will not receive a refund for those dates. You will be put on our Waiting for Deposit list, and will have five (5) days for us to receive the deposit. If not received, you will be taken off the Waiting for Deposit list.

Daycare Cancellation Policy

You must cancel a group play daycare reservation by 8:00am the day before your scheduled day of daycare. Example: You scheduled your dog for daycare on Thursday. You must cancel by 8:00am Wednesday prior. If you cancel after 8:00am the day prior to the scheduled day of daycare, you will still be charged the daycare fee for each dog scheduled. We have limited openings for daycare during high volume times, such as holidays and Spring Break. We will let you know ahead of time if you are scheduling during one of those times. Due to the limited openings, once you schedule, you will be charged the regular daycare fee if you cancel at any time.

Due to the limited availability of **Private Play daycare**, once you schedule, you will be charged the Private Play daycare rate if you cancel **at any time**. Private Play daycare on Friday, Saturday, or Sunday will need to be paid **at time of booking**.

THERE ARE NO EXCEPTIONS TO THESE POLICIES REGARDLESS OF CIRCUMSTANCES.