

Cancellation/Shortening a Reservation Policy for Boarding

Cancellation fee is \$50.00 **per enclosure** (kennel, enclosure, crate). If you have more than one dog (or cat), but they are in the same enclosure, the fee is \$50. 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 cancelled. 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.

Deposit Policy

During holidays and other special times of the year (Spring Break, Coast Guard, etc.), Your dog (cat) does **NOT** have a reservation until the deposit is received.

A deposit is required **whenever** booking Private Play, no matter the time of year or week.

All deposits are non-refundable and non transferable, no exceptions. Deposits are in lieu of the cancellation fee. If you cancel at **any time** after paying a deposit, you lose the deposit, but do not incur a cancellation fee in addition. Deposits are not an additional charge, and will be subtracted from your boarding total.

Daycare Cancellation Policy

You must cancel a regular 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.

Client Signature

Date

Witness Signature

Date