

Spring Break, Summer Season, Fall Break & Winter Holiday Boarding Terms & Cancellation Information

Spring Break, Summer Season & Fall Break *(including Memorial Day & Labor Day*

Weekends): There is a **3 Day Minimum Billing** for all reservations that extend over a Saturday night.

A Credit/Debit card or cash **non-refundable deposit** is required to hold all reservations.

If you need to make any changes or to cancel a reservation, we require **7 days' notice** before your scheduled check-in date to cancel or make any changes. If we are given 7 days' notice to cancel, you can use your non-refundable deposit on a future reservation for up to 1 full year. If we are not given the required 7 days' notice of cancellation, the deposit will be forfeited.

Winter Holidays: For **Thanksgiving, Christmas & New Year's**: There is a **5 Day Minimum Billing** for all reservations and a Credit/Debit card or cash non-refundable deposit is required to hold all reservations.

If you need to make any changes or to cancel a reservation, we require **14 days' notice** before your scheduled check-in date to cancel or make any changes. If we are given 14 days' notice to cancel, you can use your non-refundable deposit on a future reservation for up to 1 full year. If we are not given the required 14 days' notice of cancellation, the deposit will be forfeited.

During Spring Break, Summer Season & Winter Holidays: **If you check-out earlier than your originally scheduled date, you will be charged for the days actually booked** *(this applies only to Prime Times & Holidays)*.

Cancellations: For reservations outside of Spring Break, Summer Season, Fall Break & Winter Holidays, we do not require a deposit or a credit card to hold reservations, nor do we have cancellation or no show policies in effect. As a courtesy, we just ask that you call us to cancel or make any changes to your reservation.

If making a change or canceling a reservation during our **Spring Break, Summer Season, Fall Break & Winter Holidays**, please call the office during business hours, as we do issue a cancellation confirmation email. In order to avoid a cancellation charge or deposit forfeiture, you must call and cancel or make any changes to your reservation as follows:

- During Spring Break, Summer Season & Fall Break, we require **7** full days' notice of any change or cancellation before your scheduled check-in date to avoid a penalty.
- For Thanksgiving, Christmas, & New Year's Holidays we require **14** full days' notice of any change or cancellation before your scheduled check-in date to avoid a penalty.

The cancellation policy for a specific reservation can also be found in the confirmation e-mail.

Bill Calculation: Your bill is due when you return to pick-up your pet. We gladly accept all major credit cards, debit cards, and cash. We do not accept personal checks! Pets picked up before 11:30 AM will not be charged for that day. If you check out in the afternoon, that day becomes a billable day. Sunday is always a billable day.

Winding Creek Kennels, Inc.

354 Pleasant Hill Church Rd. SE. Winder, GA 30680

(770)725-2700

www.wckennels.com

Fax: (770) 725-2829

windingcreekkennels@gmail.com