

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

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 **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 any 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.

Thanksgiving & Christmas Holidays: For **Thanksgiving & Christmas**: There is a **5 Day Minimum Billing** for all reservations and a **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 any 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.

New Year's Holiday: For New Year's there is a **4 Day Minimum Billing** for all reservations and a non-refundable deposit is required to hold the reservation. 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 changes. If we are given 14 days' notice to cancel, you can use your non-refundable deposit on any 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, Thanksgiving, Christmas, and New Year's Holidays: If you check-out earlier than your originally scheduled date, you will be charged for the days actually booked. *(This also applies to 4th of July week, Labor Day Holiday, Memorial Day Holiday & Any Reservation That Requires a Deposit)*

Cancellations: For reservations outside of Spring Break, Summer Season, Fall Break & Winter Holidays, we do not require a deposit 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 your 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. All rates are subject to change without notice.