

## **Prime Time & Holiday Boarding Terms & Cancellation Information**

**Easter/School Spring Break:** There is a 3 day minimum billing for all reservations. We take a Visa, MasterCard, Discover, or debit card to hold the reservation, but we *do not* charge a non-refundable deposit. In order to avoid a late cancel or no show charge of 3 days times the rate in effect for one pet, you must call and cancel or make any changes to your reservation 5 full days prior to your check-in date.

**Prime Time Summer Season (including Memorial Day & Labor Day Weekends):** There is 3 day minimum billing for all reservations that extend over a Saturday night. We take a Visa, MasterCard, Discover, or debit card to hold the reservation, but we *do not* charge a non-refundable deposit. In order to avoid a late cancel or no show charge of 3 days times the rate in effect for one pet for each accommodation booked, you must call and cancel or make any changes to your reservation 5 full days prior to your check-in date.

**Thanksgiving & Christmas:** There is a 5 day minimum billing for all reservations. For **New Year's:** There is a 4 day minimum billing for all reservations. A Visa, MasterCard, Discover, debit card, or cash non-refundable deposit is required to hold a reservation. We do not accept personal checks. If you need to cancel a reservation and give us 14 full days notice before your scheduled check-in, 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 day notice of cancellation, the deposit will be forfeited. Any changes to your reservation must also be made 14 days prior to check-in.

\*\* During Prime Times & Holidays, should you check-out earlier than your scheduled date, you will be charged for the days actually booked (this applies only to Prime Times & Holidays).

### **Cancellations:**

For reservations during our **Off Season** (non-prime times), we do not require 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 **Prime Times & Holidays**, please call the office during business hours, as we do issue a cancellation confirmation number. We do not accept changes or cancellations by voice mail or e-mail for Prime Time reservations. In order to avoid a cancellation charge, you must call and cancel or make any changes to your reservation as follows:

- During Prime Time Spring Break and Summer Season, we require **5** 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 your reservation can also be found in your reservation confirmation e-mail.**