

Cancellation Policies

Cancellation Policy: Non-Holiday Boarding over 5 days**

- A 25% deposit of your entire reservation amount will be collected at the time you make your boarding reservation for stays longer than 5 days.
- If you cancel 48 hours prior to your boarding reservation, you will receive a full refund of your deposit.
- If you are a no-show or cancel within the 48 hours prior to your boarding reservation, you forfeit your deposit.
- Deposits cannot be used as credit toward other services.
- Payment for the balance of the full boarding stay will be collected at drop-off.
- All pricing and policies are subject to change without notice.

Cancellation Policy: Holiday Boarding**

- A 3-night minimum stay is required at holidays to better accommodate all our furry guests.
- Holiday reservations require a 25% deposit within two weeks of your reservation, it may be cancelled if we do not receive your deposit within one week of your reservation date.
- 5 days' notice for reservation cancellations for holidays is required to receive a full refund.
- Cancellations within the 5 day period prior to the holiday reservation and "no-shows" forfeit their 25% deposit.
- Deposits cannot be used as credit toward other services.
- Payment for the balance of the full boarding stay will be collected at drop-off.
- All pricing and policies are subject to change without notice.
- There is a \$5 per dog per day surcharge on July 4th, Thanksgiving Day, Christmas Eve and Christmas Day, New Year's Eve and New Year's Day.

**Must have a Credit card on file and will be charged accordingly.