

Deposit and Cancellation Policy (as of May, 01 2009)

_____ We require a valid credit card to book each overnight reservation.

SORRY we do NOT accept checks anymore.

ALL Boarding Fees ARE DUE at time of drop off and payable by Credit Card(or cash)

_____ We require a \$50 deposit, for each dog, for ALL Boarding reservations of 5-9 nights at the time of booking. \$100 per dog for any reservations of 10 – 14 nights.

_____ Kindly give at least 48 hours (2 days) notice for a Boarding cancellation. Failing to cancel within the proper time frame will result in a full charge for the first night of the scheduled overnight stay (during non-holidays).

_____ **During holiday stays a deposit of 50% of the estimated total stay will be charged at the time of booking.** The deposit is fully refundable if proper cancellation notice is given.

_____ **During holiday stays**, we employ a 72 hours (3 days) cancellation policy. Failing to cancel within the proper timeframe for a holiday overnight stay **will result in forfeit of the deposit.**

_____ **NO REFUNDS for early pick up if dogs stay was booked through the weekend (SAT and SUN) but picked up Friday.**

DATE

Hours for arrivals and departures? (as of May 01 2009)

_____ Any pet staying past AM check out time is charged for an additional day/night.

_____ **Monday - Friday** 9am –10 and 4pm – 5 pm

_____ **Saturday** 9am – 10am

_____ We charge an additional Daycare rate for any dog staying past AM pick up time

_____ We are closed to the public Saturday evening.

_____ **Sunday** 4:00pm – 5:00pm

_____ We are closed to the public Sunday Morning

We ask our clients to respect the guidelines that we have set for our office hours.

We have several reasons for insisting upon this. Our guests have a daily routine here that helps them feel safe and secure. We do not like to disrupt this for any reason. We also have several scheduled socialization times, nap and play times throughout the day. We will not interrupt our guests play, nap or romp times for arrivals and departures outside the set hours.

****EFFECTIVE May 1, 2009 –**

Any pre-arranged/Emergency pick up or drop off outside our set office hours will incur an automatic \$25.00 fee in addition to boarding fees. Arrangements must be made in advance. There are NO exceptions to this policy**

We care for our furry clients 24 hours a day every day of the year, but **our office is closed for arrivals and departures on the following holidays:**

New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Our office closes at Noon on Christmas Eve and New Year's Eve.

Date: _____