

CANCELLATION POLICY

In an effort to minimize last minute cancellations and no shows, we are implementing new cancellation policies. Below, you will find a list of our cancellation policies for all of our services. Please initial beside each one and sign and date at the bottom.

_____ **Grooming Cancellation Policy** - Failure to cancel or reschedule a grooming appointment prior to the appointment will result in the full amount charged to the credit card on file. Cancellations or rescheduling must be made no later 9 AM the morning of the appointment.

_____. **Daycare Cancellation Policy** - Failure to cancel or reschedule a daycare reservation will result in a charge to the credit card on file for either a full day or a half day, depending on the reservation made. Clients with packages will forfeit 1 day of their package. This applies to all daycare reservations including "Standing Reservations." Cancellations or rescheduling must be made no later than 9 AM the morning of the reservation.

_____ **Boarding Cancellation Policy** -

NON-HOLIDAY Reservations - Cancellations made 48 hours or more prior to the reservation are allowed with no penalty. Any cancellation made within 48 hours of the reservation, including no shows, will be charged the full amount of the reservation.

HOLIDAY Reservations - Cancellations made 7 days or more prior to the reservation are allowed with no penalty. Any cancellation made within 7 days and before 48 hours of the reservation will be charged 50% of the total reservation. Any cancellations made within 48 hours, including no shows, will be charged the amount of the total reservation.

Holiday Dates Include - Easter week, Thanksgiving week, Christmas - New Years weeks, and Memorial Day Weekend - Labor Day Weekend (This includes the entirety of summer.)

_____ **Modifications to Reservation** - We now require payment for Boarding Services at time of check in. We recommend booking the minimum nights needed and extending the reservation with us through phone/email if travel issues occur. Overbooking boarding dates will result in any amount left over from the initial payment to be credited to the account for future reservations. NO REFUNDS WILL BE ISSUED.

Signature Date