

Cancellation Policy



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Cancellation Notice Period:

Clients must provide a minimum of 72 hours' or 3 days' notice for any cancellations or changes to their boarding reservation to obtain in-house credit for a future stay.

Last-minute cancellations (within 72 hours of the scheduled check-in) may result in forfeiture of the entire boarding fee credit if the "Boarding Protection" was not purchased.

Refunds:

No monetary refunds will be issued for cancellations without "Boarding Protection" purchased.

Instead, clients will receive a credit that can be applied to future boarding stays.

Exceptions:

Monetary Refunds will be issued if you have purchased our "Boarding Protection" Documentation (e.g., a veterinarian's note) may be required to qualify for an exception.

Early Arrivals and Late Pick-ups If a client arrives late for pick-up or drops off their dog before the scheduled time there will be a fee of \$25.00.

Communication:

We appreciate open communication and understanding. By booking our dog boarding services, clients agree to abide by this cancellation and no refund policy. We prioritize the well-being of all our furry guests and appreciate your cooperation.

Signed: _____ Date: _____