

# RESERVATION POLICY

**A VALID CREDIT CARD (VISA OR M/C) MUST BE ON FILE FOR ALL BOOKINGS**

**A DEPOSIT OF \$10.00 PER NIGHT/SUITE WILL NOW BE REQUIRED FOR ALL RESERVATION FOR 5 NIGHTS OR MORE. 100% of this deposit will be applied against that reservations final charge OR refunded in full ONLY IF adequate Cancellation Notice, as outlined below, is given.**

## **For Reservations up to 4 nights:**

**No Deposit is required**

**A minimum of 72 hours (3 full days) notice is required for cancellation (UNLESS IN DECEMBER - SPECIAL RULES MAY APPLY)**

**OTHERWISE:**

**There will be a base charge of \$15.00 per pet  
PLUS an additional charge of \$5.00 per night per reserved suite.**

## **For Reservations for 5 to 10 nights:**

**A deposit of \$10 per night per suite will be required (by Debit, Visa, MasterCard, or e-transfer, cash)**

**A minimum of 1 week (7 full days) notice is required for cancellation (UNLESS IN DECEMBER - SPECIAL RULES MAY APPLY)**

**OTHERWISE**

**Your Deposit will be forfeited**

## **For Reservations for 11 nights or more:**

**A deposit of \$10 per night per suite will be required (by Debit, Visa, MasterCard, or e-transfer, cash)**

**A minimum of 2 week (7 full days) notice is required for cancellation (UNLESS IN DECEMBER - SPECIAL RULES MAY APPLY)**

**OTHERWISE**

**Your Deposit will be forfeited**

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**Note: For all reservations made "LAST MINUTE", a courtesy call to cancel is required so that no late cancellation fees will be charged!**

## **Example**

**3 nights Reservation being cancelled with only 48 hours notice for 1 dogs using 1 suite:**

Base Charge: \$15.00 x 1 dogs = \$15.00  
# of Nights Charge: \$5.00 x 3 nights = \$15.00

## **Early Pickups**

**For customers arriving 1 day early or more to pick up their pet(s):**

**A minimum of 72 hours (3 full days) notice is required.**

**OTHERWISE:**

**A charge of 50% of your nightly rate will be applied for each night booked but unused**

**NOTE: This same charge is applied to customers who pre-arrange for a pickup after hours (must be arranged with staff first and is based on staff availability on the evening in question)**

**Thanks you for your patronage and respecting your fellow pet owners!**