

NEW CANCELLATION/NO SHOW POLICY – Effective Jan 1, 2013

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

Cancellations/No Shows

For Reservations up to 9 nights:

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

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 10 nights or more:

- A minimum of 120 hours (5 full days) notice is required.

OTHERWISE

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

Note: Last minute bookings only get charged if they do not show without a courtesy call to let us know.

Example

3 night 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 =	<u>\$15.00</u>
	TOTAL CHARGE =	<u>\$30.00</u>

Early Pickups

Starting Jan 1, 2014

Due to the high volume of booking requests we receive and with respect for all our customers, it is no longer practical to allow spots to become vacant with little or no time to fill in with a waiting customer. Therefore, the following policy has been implemented:

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**

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!