

10 Day Policy

For the safety of all dogs enjoying Daycare or Boarding at our facility we have 10 Day Policy in place. The goal is to minimize the potential of exposing our facility to airborne sicknesses that can spread quickly in our environment.

Our 10 Day Policy prohibits dogs from entering our facility if they have been to or experienced any of the following within 10 days of arrival:

- ❖ Grooming Facilities (Includes Mobile Grooming)
- ❖ Other Dog Daycare or Boarding Facilities
- ❖ Veterinary Hospitals (Includes parking lot visits)
- ❖ Dog Parks
- ❖ Indoor Adoption Events with Adoption Dog's on Premise
- ❖ Fostering a New Dog
- ❖ Adopted a New Dog

****Newly adopted dogs must be in-home for two weeks prior to attending daycare or boarding****

Cancellation Policy

DAYCARE Cancellation Policy

There is a \$20.00 fee per dog charged to clients who do not call or email to cancel daycare. **Cancellations must be made by 4:00 PM the day before a reservation.**

Loss of Re-Occurring Appointment Schedule: **Two no shows or two failures to meet our cancellation policy of 4:00 PM the day before on a Re-Occurring Appointment will result in a loss of the Re-Occurring Appointment schedule.**

STAY & PLAY (BOARDING) Cancellation Policy

“Peak Season” Cancellations: If your schedule changes and necessitates rescheduling a reservation, we ask that you do so at least **seven days in advance**. Failure to give seven-day notice will result in a "cancellation charge" equal to **one night's stay**.

“Peak Season”:

- Summer: Friday before Memorial Day through Monday Labor Day
- Holidays: Wednesday before Thanksgiving through Monday after Thanksgiving & December 24th – January 2nd
- Spring Break: Dates vary each year depending upon local school schedule

“Non-Peak Season” Cancellations: If your schedule changes and necessitates rescheduling a reservation, we ask that you do so by **11:00 AM the day before arrival**. Failure to notify us by 11:00 AM will result in a "cancellation charge" equal to **one night's stay**.