

## **“CANCELLATION/EARLY PICK-UP” POLICY**

**( for new and existing clients)**

**Effective July 1, 2011**

We have been very lucky to have clients understand that having a reservation means we are booking and planning for your pet for the period of time you specify/request to us. Many times customers forget our facilities are limited, we are a ***small, seasonal*** business and we do become full! When we reach our total requested occupancy capacity, we have to refuse reservation requests and turn business away. We get reservations/book full and keep a waiting list for all holidays and almost 50% of the weekends of the year, so as soon as you know you don't need your spot, or your dates/schedules change, please let us know. This allows us to *offer that spot to someone else in time for them to make plans to go away also.*

**Remember, someday that person may be you!**

To help minimize overhead operating costs, *we have opted so far not to process credit or debit cards.* Unlike most other kennels, we do not require deposits for reservations and do not pre-charge or pre-process late fees or cancellation fees.

However, effective ***immediately***, Clients who fail to provide us with at least 24 hours notice for “early” pick-ups will be charged for their entire scheduled/booked reservation. ( i.e. your pet is booked from Tuesday thru Sunday but you walk in unexpectedly on Friday to pick up because you “returned early” )

As a courtesy, Clients should provide at least 3 days in advance for normal dates and 10 days in advance for Holidays.

**This policy allows us to serve ALL clients fairly, keep your costs minimized and provide the best service to everyone.  
(We'd prefer not to institute Credit Card Services!)**

**Thank you for your cooperation and understanding.**