



## KENNEL POLICY

We suggest that you print this page out for your files

Things you should know about and before boarding your pet with us:

**PLEASE NOTE:** We do not accept or release dogs before 8am or after 5pm.

**Payment: Credit Cards:** We take MasterCard and Visa. We also accept checks, cash and travelers checks.

- **NEW: Check-In & Check-Out**
  - Check-in is any time **BY APPOINTMENT MONDAY-FRIDAY** during our business hours. The night charges are incurred based upon calendar days. The first day is a full day charge; however check-out day is free if you check-out your pet by 1:00pm (just like a hotel). **HOWEVER If you cannot pick your pet up by 1:00PM then you will be charged an additional night's stay EVEN IF YOU PICK YOUR PET UP BEFORE 5PM. Saturdays Hours are 8-10 AM ONLY. Sundays Hours are 3-5PM ONLY.**
  
- You must have a complete client file on record and confirmed vaccinations for a guaranteed reservation. A **CREDIT CARD AUTHORIZATION FORM ON FILE IS REQUIRED FOR YOUR RESERVATION.**
  
- Your pet must be current on DHLPP, Rabies, and Bordatella (vaccinated within the last 6 months of your pets stay with us). These vaccinations cannot come due during your stay with us. All dogs must be on a flea prevention policy.
  
- **NEW: STARTING MARCH 1, 2009:** The following changes will take place regarding Weekend Stays:
  - All weekend stays are a minimum of two nights. (Drop Off Friday, Pick Up on Sunday. Drop off on Saturday-Pick up on Monday)
  - There will be no one night drop offs over Sunday night.
  - If you want your pet/s to stay only one night on Friday or Saturday: the following charges will apply, your stay will be \$50.00 for one pet, \$80 for two pets, and \$110 for three pets.

### CANCELLATION POLICY:

All non holiday cancellations must be done 24 hours prior to your arrival. If you are a no show your credit card will be charged the full number of days that you had reserved.

**HOLIDAY CANCELLATION POLICY:**

The 2009 Holidays are the following days: Spring Break is included in the list of Holiday reservations.

<b>, January 1</b>	<b>New Year's Day</b>
<b>Monday, January 19</b>	<b>Birthday of Martin Luther King, Jr.</b>
<b>Monday, February 16*</b>	<b>Washington's Birthday</b>
<b>Monday, May 25</b>	<b>Memorial Day</b>
<b>Friday, July 3**</b>	<b>Independence Day</b>
<b>Monday, September 7</b>	<b>Labor Day</b>
<b>Monday, October 12</b>	<b>Columbus Day</b>
<b>Wednesday, November 11</b>	<b>Veterans Day</b>
<b>Thursday, November 26</b>	<b>Thanksgiving Day</b>
<b>Friday, December 25</b>	<b>Christmas Day</b>

All Reservations require a 25% Nonrefundable Deposit (this deposit is 25% of your total reservation). This is charged to the Credit Card on file the day you make your reservation

**ALL HOLIDAY RESERVATIONS REQUIRE A MINIMUM OF TWO NIGHTS STAY.**

**If you cancel your reservation AT LEAST 14 DAYS BEFORE YOUR RESERVATION you WILL only lose your nonrefundable deposit!!**

**If you cancel your reservation Within The 14 Day Period From The Date Of Your Reserved Arrival You Will Be Charged For YOUR ENTIRE BOOKED RESERVATION.**

