

RESERVATION / CANCELLATION POLICY – NON MEMBER

BOARDING RESERVATIONS

Once a reservation has been confirmed and a deposit has been made, any cancellation received more than 14 days prior to arrival date will be processed at no charge and the deposit will be applied to a future booking within six (6) months of the original arrival date.

Any cancellations received less than 14 days prior to arrival will result in forfeiture of the entire deposit.

By providing your deposit / payment, you agree and understand that no refund will be provided in the event of cancellation.

BOARDING DEPOSITS

50% deposit for stays 4 days or more or a minimum 3 days stay (paid in full) , non-refundable (as per cancellation policy)

Deposit is due and payable upon booking and required to secure reservation.

If your deposit is not received, there is a risk that your pet will not be able to board with us.

DAYCARE RESERVATIONS

Online daycare reservations must be made 48 hours prior to confirm your booking date. Any reservations request made less than 48 hrs must be contacted by phone or email and not guaranteed a spot. We require a non refundable deposit paid in full at the time of confirmation.

Once a reservation has been confirmed, any cancellation received more than 24 hours prior to arrival will be processed at no charge and the deposit will be applied to a future booking within three (3) months of the original arrival date.

Any cancellations received less than 24 hours prior to arrival will result in forfeiture of the entire deposit. This includes pre-purchased pass bookings.

No shows: Any no shows will be considered a forfeit of the entire deposit. This includes pre-purchased pass bookings.

By providing your deposit / payment, you agree and understand that no refund will be provided in the event of cancellation.

DAYCARE DEPOSITS

New Clients: Full balance payable in advance, upon booking. NO REFUND upon cancellation.

If your deposit is not received, there is a risk that your pet will not be able to spend the day with us.

Active clients (clients that have been seen withing the last 30 days): Full balance is payable in advance, upon booking. Cancellations made within 48 hours will be processed at no charge and the balance will be applied to a future booking within three (3) months of the original arrival date.

Cancellation less than 24 hours notice will result in forfeiture of the entire deposit.

No shows: Any no shows will be considered a forfeit of the entire deposit. This includes pre-purchased pass bookings.

PRIVATE ONE ON ONE TRAINING

A \$150 NON-REFUNDEABLE DEPOSIT is required to book your first one on one training session.

Deposit is due and payable upon booking and required to secure reservation. Without a deposit we will not book your training session.

Once a reservation has been confirmed and a deposit has been made, any cancellation received more than 7 days prior to start date will be processed at no charge and the deposit will be applied to a future booking within three (3) months of the original booking date. This deposit can be used for services of The DOGHOUSE as follows: boarding, training or daycare.

Any cancellations received less than 7 days prior to arrival will result in forfeiture of the entire deposit.

By providing your deposit / payment, you agree and understand that no refund will be provided in the event of cancellation.

TRAINING PACKAGES / BOARD & TRAINS

50% deposit, non-refundable (as per cancellation policy) – see below

Deposit is due and payable upon booking and required to secure reservation. Without a deposit we will not book your training package.

Once a reservation has been confirmed and a deposit has been made, any cancellation received more than 21 days prior to start date will be processed at no charge and the deposit will be applied to a future booking within six (6) months of the original arrival date. This deposit can be used for services of The DOGHOUSE as follows: boarding, training or daycare.

Any cancellations received less than 21 days prior to arrival will result in forfeiture of the entire deposit.

By providing your deposit / payment, you agree and understand that no refund will be provided in the event of cancellation.

TRAINING PACKAGES: The remaining fees are due upon start of the training period

BOARD & TRAIN PACKAGES: The remaining fees are due upon pick up of the dog