

# Deposit/Refund Information



## Non-Holiday Deposit

When making a reservation a deposit equivalent to the first day stay will be required.

## Refund Policy

- If you cancel your appointment at least 72 hours in advance, you will receive a 100% refund. Any cancellations within 72 hours of your pet's scheduled appointment are non-refundable.
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## Holiday Deposit

A deposit of 50% of the total balance will be required at the time of booking the reservation.

## Holiday Refund Policy

- We require 72 hours prior to your drop-off day to be notified to cancel your holiday booking. Any cancellations in the 72-hour time frame will be refunded 75% of the total deposit.
- Cancellations after the 72-hour time frame the deposit will be nonrefundable.
- You will be responsible for 50% of each day that is amended during the holiday boarding.