



Updated Cancellation Policies

Grooming Appointments:

- *Must be cancelled at least 24 hours in advance or are subject to a \$20 late cancellation fee*
- *Failure to arrive for a grooming appointment is also subject to a \$20 fee*

Daycare Reservations:

- *Reservations must be cancelled at least 24 hours in advance or are subject to a \$20 late cancellation fee, or if a daycare pass is on file it may be used in place of the \$20 fee*
- *Failure to arrive for a reservation is also subject to a \$20 fee, or if a daycare pass is on file it may be used in place of the \$20 fee*

Resort Appointments:

- *Must be cancelled at least 48 hours in advance or the boarding deposit is considered forfeit*
- *Holiday appointments must be cancelled at least 7 days in advance or the boarding deposit is considered forfeit*

These policies are in place for the benefit of all our clients & the facility. Clients are required to have a credit card on file to cover any fees that are accumulated on their account. We appreciate your understanding and adherence to our cancellation policies.