



Cancellation Policies

These policies are in place for the benefit of our dogs, all 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.

Grooming

- must cancel at least 24 hours in advance or subject to a \$20 fee
- missed appointments are also subject to a \$20 fee

Daycare & Enrichment

- must cancel at least 24 hours in advance or subject to a \$20 fee
- if a daycare or enrichment pass is on file, it may be used in place of fee
- missed appointments are also subject to \$20 fee, or a pass if on file

Resort

- must cancel 48 hours/more in advance, or boarding deposit is forfeited
- holiday stays must cancel 7 days/more in advance or deposit forfeited

Training

- At least 24 hours in advance, or session fee is forfeited. Missed sessions also subject to forfeiting session fee; late arrivals waive time lost.
- Group class participants who miss a session may email trainer for details on that week's lesson.
- Training class fees aren't refundable, but they are transferable.

Thank you! 