

UPTOWN PUP

BOARDING • GROOMING • TRAINING • DAYCARE • FITNESS

Cancellation Policies

Daycare & Enrichment

- 24+ hours advance notice, or subject to a \$20 fee
- If a daycare/enrichment pass is on file, it may be used in place of fee
- Missed appointments subject to \$20 fee or pass on file

Resort

- 48+ hour advance notice, or boarding deposit is forfeited
- Holiday stays: 7+ days advance notice, or deposit forfeited

Training

- 24+ hours advance notice, or session fee is forfeited. Missed sessions subject to forfeiting session fee; late arrivals waive time lost.
- Boarding School cancellation: 1 week/more in advance of check-in date.
- Class students who miss a class may email trainer for that week's lesson.
- Training class fees are not refundable, but they are transferable.

Grooming

- 24+ hours advance notice
- Late arrivals (after 9am) incur a \$20 late fee
- After 9:30, appointment is cancelled & subject cancellation policy
- With less than 24 hours' notice, the following charges will be assessed:
 - 1st instance: half of expected grooming fee
 - 2nd: full groom fee
 - 3rd: full groom fee, future grooms pre-paid & nonrefundable

Thank you!

