



## Cancellation Policies

### Daycare & Enrichment

- 24+ hours notice, or subject to a \$36 fee
- If a pass is on file, it may be used in place of fee
- Missed appointments subject to \$36 fee or pass

### Resort

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

### Training

- Private Sessions: 24+ hours notice or session fee is forfeited
- Missed sessions: fee forfeited; late arrivals waive time lost
- Boarding/Day School: 1 week/more in advance of check-in
- Group Classes: trainer can be emailed for missed material
- Training 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, appt is canceled & subject to cancellation fee
- 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