

# UPTOWN PUP

BOARDING • GROOMING • TRAINING • DAYCARE • FITNESS

## Cancellation Policies

### Daycare & Enrichment

- 24+ hours advance notice
- For less than 24-hours notice or no-show, \$38 or package credit used

### 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), \$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!

