

Cancellation Policy

Since we are a seasonal business, and derive the majority of our revenue during major holidays and summer months, it is important that our customers be aware and understand our cancellation policy. This is applicable during all major holidays listed on our website and (11/15 thru 01/15) & (6/1 thru 8/31). If you have any questions regarding this, please contact us and one of our customer service representatives will be happy to assist you. Thank you for your understanding.

1. A non-refundable 25.00 credit card deposit will be taken to hold a reservation. This deposit is applied to one or more pets from the same family who are boarding during the same time period. All peak and non peak season reservations for The Atrium Suites require a deposit equal to all days reserved for all boarded pets. Deposits are posted onto the customer's account and will be deducted from the final bill. Deposits will be forfeited for all no show and cancelled reservations. Deposits are non-refundable NO EXCEPTIONS PLEASE.
2. **Grace Period** A fourteen day cancellation grace period exists for all reservations (excluding 11/15 thru 01/15). Customers are responsible for all days reserved from 11/15 thru 01/15. Notice of cancellation must be made via returned phone call or e mail. Customers are responsible for all days reserved. If you need to modify your reservation a day or so, please contact us and we try to accommodate your request depending on occupancy.
3. **Days Reserved** Customers are responsible for all days reserved. Please ensure that your pet(s) reservation dates are accurate prior to drop off.
4. **Non Peak Season** A fourteen day cancellation period exists for all reservation made during non peak seasons. Customers are responsible for 50% of all days reserved. This excludes Atrium Suites.