

## **Holiday and Summer 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 the major holidays listed on our website and summer schedule (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. Reservations for The Atrium Suites from November 15<sup>th</sup> thru January 15<sup>th</sup>, 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 seven day cancellation grace period exists for all reservations (excluding 11/15 thru 01/15). Notification must be via returned phone call or e mail. We are unable to honor any cancellations during Thanksgiving/ Christmas Holidays, (11/15 thru 01/15), without having to charge for all days reserved. If you need to modify your reservation a day or so, please contact us and we will be happy to do this without penalty.
3. **Days Reserved** Customers will be responsible for all days reserved during this period. Please ensure that your pet(s) reservation dates are accurate prior to drop off.
4. **Kennels/Cat Condos/Birds** Customer will be responsible for 50% of the total bill amount for all dates reserved. During the Thanksgiving/ Christmas period, (11/15 thru 01/15), customer is responsible for 100% of the total bill amount for all dates reserved. This is less the 25.00 deposit. Deposits will be forfeited for all no show and cancelled reservations. (Additional services requested s/a playtime, grooming etc... will not be included in the final total).
5. **Atrium Suites** Customer will be responsible for 100% of the total bill amount for all dates reserved. This will be less the 25.00 deposit. (Additional services requested s/a playtime, grooming etc... will not be included in the final total).