

## **PRICING & CANCELLATION POLICY**

### **BOOKING**

#### **Drop-off and Pick-up Times**

To book day camp or boarding for your dog, please send us your start and end dates and drop-off and pick-up times for all reservations at the time of request. We will not make a reservation that does not include drop-off and pick-up times. If you don't yet know your times, please send us your best estimate—you can always reach out to change your times as your plans evolve.

#### **Fecal and Giardia Exams**

For the health and safety of all campers, CHP requires a fecal exam that includes Giardia every 3 months in order to be on site. We recommend getting this done at least 3 weeks prior to your dog's stay in order to avoid surprises and to leave time to treat and retest should the results be positive. Clients should send the results to CHP by email at least 1 week before your drop off date—verbal or written certification of negative results that come from parents, and not vets, will not be sufficient. CHP will endeavor to send reminders for fecal and Giardia exams, but due to volume we are unable to reach out to each client individually. It is ultimately your responsibility to make sure your dog is in compliance with our health policies at least a week before their stay.

### **HOURS**

#### **Weekdays**

Drop-off Window: 8am–12pm

Pick-up Window: 8am–6pm

\*Limited Day Camp Friday–Sunday

#### **Weekends**

Drop-off window: 9am–12pm

Pick-up window: 9am–5pm

#### **Grooming**

We will aim to accommodate requests for baths on the final day of boarding, but there are only so many requests we can schedule in one day. If we are unable to bathe your dog on the final day, we will schedule it for the day before with your permission. If you schedule a bath on the final day of boarding, we require that pick-up be no earlier than 12pm.

## **Holidays**

We are closed for Grooming, Day Camp and Boarding drop-off and pick-up on the following holidays: Presidents Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve & Christmas Day, New Year's Eve & New Year's Day.

## **PRICING**

We accept payment by credit card or Venmo, but we require clients to put a credit card on file at drop off regardless of how you plan at the end of your dog's stay. We will only charge your card with your permission at pick up or in accordance with our cancellation policy.

### **Boarding**

\$70 per night for 1 dog

\$67.50 per night per dog for 2 dogs

\$65 per night for 3 dogs or more

### **Day Camp**

\$40 per day for 1 dog

\$37.50 per day for 2 or more dogs

\$35 per day for 3 dogs or more

**Afternoon Pick-up:** Boarding pick-up after 12pm incurs a \$40 day camp charge.

**After Hours Pick-up:** In general CHP does not allow pick-up outside our business hours. If you have a special need, you may reach out by email to request a late pick-up that is up to, but not exceeding, 30 minutes after closing. However, we can't guarantee that it will be possible. All requests will be approved or denied on a case-by-case basis, and will depend on the schedule and staffing on that particular day. If staff decides that we can accommodate an after-hours pick-up, the fee will reflect a next day pick-up at \$70.

### **Extended Stays**

There is a 10% discount for stays longer than 10 nights.

### **Grooming**

Standard bath prices start at \$40 and vary depending on size, coat, and cooperation.

### **Holidays**

We charge an additional \$15 extra per night per dog on holidays.

## **CANCELLATIONS**

### **Regular Stays**

Cancellations received up to 1 week before the reservation are fully refundable.  
Cancellations with less than 1 week's notice will be charged 50% of normal fees.  
Cancellations with 2 days or less notice will be charged full fees.

### **Holidays**

Cancellations received up to 2 weeks before the reservation are fully refundable.  
Cancellations with less than 2 weeks' notice will be charged 50% of normal fees.  
Cancellations with 5 days or less notice will be charged full fees.

### **Christmas & New Year**

Cancellations received up to 3 weeks before the reservation are fully refundable.  
Cancellations with less than 3 weeks' notice will be charged 50% of normal fees.  
Cancellations with 7 days or less notice will be charged full fees.

Here are some reasons you could be charged for a cancellation:

- You no-show for your boarding reservation
- You cancel your dog's stay under the time limit for a full refund
- Your dog's fecal or Giardia exam is positive for a parasite and there is not enough time to complete all necessary rounds of treatment.
- We have not received negative fecal or Giardia exam results 1 week prior to your drop-off date.