



# Cancellation Policy

## 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 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 exam results one week prior to your drop-off date. If you have new fecal exam results, please upload them to the [Client Portal](#).

