

RESERVATION CHANGES, CANCELLATIONS & 'NO SHOWS'

As a small, popular daycare/boarding facility we strive to provide a fun, safe environment for your dog(s). Beyond looking after the dogs in our care, we spend considerable time supporting our clients through our reservation and intake process, to ensure that all dog(s) are a good fit for our facility.

Please understand that our 'Changes, Cancellations & No Show' Policy ensures we are able to offer the best possible service to our clients & their dogs, while maintaining a sustainable business model. We have limited space available for daycare and boarding, we are often fully booked & always fully staffed for the dogs we are expecting. A short-notice change or cancellation does not provide adequate time to fill a reserved space and we lose out on income, which for a small business like ours, is a big deal.

RETURNING CUSTOMERS

Returning clients - call or email to check availability for your next reservation. You may need to provide updated vaccinations. *NOTE: We will ask you to email your dates, to have written notice of your request.*

HOLIDAYS AND SPECIAL EVENT WEEKENDS

A 3-night minimum stay may be required for boarding during Federal Holidays.

A 2-night minimum stay is required for overnight boarding during 'Special Event' weekends.

CHANGES, CANCELLATIONS, 'NO SHOW' POLICY

ALL BOOKINGS

- Reservations will be secured by a valid credit card on file. This card will be charged if the terms of our cancellation policy are not met.
- We charge based on the original reservation request, even if the 'Drop Off' time/day is later or, 'Pick Up' day/time is earlier.
- Additional time is charged at a half day or full day of daycare, or additional overnight stay (only if kennel space is available).

We call or email **ALL** Daycare/Boarding requests to acknowledge receipt of the booking request. These requests will not be confirmed without the required information including:

- **Proof of Vaccination.**
- **Signed Daycare & Boarding Waiver.**
- **Valid credit card on file.**
- **Payment of 1-night non-refundable deposit** (overnight boarding only).

DAYCARE CANCELLATION POLICY

- Call or email at least 24 hours prior to the start time of your daycare reservation, or you will be charged in full for all the reserved day(s) of the original booking.
- All 'No Shows" will be charged in full for the day(s) reserved.

OVERNIGHT BOARDING CANCELLATION POLICY

- Call or email at least 48 hours prior to the start day/time of your overnight boarding reservation, or you will be charged in full for the dates of the original booking.
- All 'No Shows" will be charged in full for the nights reserved.
- If the reservation is cancelled, the non-refundable deposit cannot be applied to future visits or any other goods or services provided by Mountain Dogs.

All pricing and policies are subject to change without notice.