

Reservations & Cancellations

Beginning January 1, 2027

We understand that plans can change and we are always happy to make changes when we have enough notice.

Because we have a limited number of boarding rooms, reservations are held exclusively for the dates requested. **We often have to turn away clients because we are full, and we maintain waiting lists for many weekends.** When a room is reserved, that space is no longer available to another client.

We hope this policy encourages people to only book what they need and to be considerate of others who also like to board with us.

Changes and Cancellations Before Arrival

Reservations may be changed or canceled **14 or more days before the scheduled arrival date** without a fee. Please *text or email* so we all have record of the change. If you call instead, please look for a *text or email* confirmation within 24 hours.

Changes or cancellations made less than 14 days before the arrival will be charged for the canceled portion of the reservation – **up to three full nights** (single dog rate).

Early Pickup

Once your dog has arrived, the reservation is considered committed for the dates originally booked.

If your dog goes home earlier than the scheduled pickup date, you will still be responsible for the remaining nights (up to three full nights)

Early pick up does not result in a refund or credit for unused nights.

No-Shows

If a dog does not arrive for a scheduled reservation, and no notice of cancellation was given, the entire reserved stay will be charged.