

## Happy Tails Pet Resort and Spa

### Boarding Cancellation Policy

Boarding reservations are confirmed with a non-refundable deposit of one night's boarding fee. (\$100 over all legal holidays and school breaks.) This deposit will be applied to your boarding invoice if no changes to the reservation are made. Charge is made at the time reservation is booked.

Cancellations or changes to confirmed reservations involving checking-in on a later date or checking-out on an earlier date will result in a non-refundable cancellation fee of one nights boarding fee. (\$100 over all legal holidays and school breaks.)

Once your boarding reservation has been confirmed, cancellations or shortened reservations will be subject to cancellation fees; no matter when you notify us.

Why do we charge cancellation fees? Because when a boarding reservation is made, we schedule staff to care for your pets during their stay, and consider that suite to be sold, therefore we cannot assign that suite to another pet.

Happy Tails is staffed overnight because we care very much about the safety of your pets.

If you have any questions, please do not hesitate to ask us.

Heather and Donna/Co-Founders