



Policies & Procedures

Boarding Drop Off

Monday, Wednesday, Thursday and Friday **before 4PM** at the Daycare building.

Tuesday, Saturday and Sundays are between the hours of **9AM & 11AM** at our home.

Additional hours may be accommodated based on availability. Additional charges do apply.

Boarding Pick Up

Monday, Wednesday, Thursday and Friday **before 11AM** at the Daycare building. If picking up **AFTER 11AM** on these days, a full day of daycare will be added to their End of Stay.

Tuesday, Saturday and Sundays are between the hours of **9AM & 11AM** at our home.

Additional hours may be accommodated based on availability. Additional charges do apply.

****Holiday rates apply to all major holidays and holiday weekends for boarding****

Damages & Accidents

All dogs must be non destructive to stay with us. If they are destructive or need to be crated if no one is home, please let us know.

Anything that is damaged or destroyed during their stay will be added to your bill and explained to you in detail.

We understand that animals can have accidents in new places if overwhelmed or nervous. Excessive accidents will be added on to the bill for cleaning charges.



Cancellation Policy

Due to the nature of our business, we are only able to host up to 8 boarders, and 15 daycare dogs. To provide personalized care, we do not overbook. Once you have requested a spot, that place is reserved for your dog and we turn down any additional requests once we reach capacity.

Boarding-

Cancellation 7 days or more before the stay is free
Cancellation within 7 days of your trip will result in a 50% fee of each night cancelled within the 7 days.

** For example, If your trip is scheduled for Friday - Friday, and you cancel the Monday before, 50% cancellation fees will be collected for the Friday- Sunday where the dates fell inside the 7 day window.

Cancellation within 24 hours of your planned trip will result in a 100% cancellation fee for the first 2 nights. Each night after will result in a 50% cancellation fee.

** For example, if your trip is scheduled Friday-Friday and you cancel Thursday night, 100% cancellation fees for the 1st and 2nd night will be collected, and 50% of the remainder of the stay will be charged.

Daycare-

Cancellations are **free 24 hours before** their scheduled appointment.

Cancellations made **within 24 hours** of the scheduled appointment are subject to a 50% cancellation fee

Cancellations made **within 12 hours** of the scheduled appointment are subject to a 100% cancellation fee



RELEASE OF LIABILITY:

Owner understands and agrees that during normal dog play, Owner's dog may sustain injuries. Dog play is monitored by Happy Trails Pet Care staff to best avoid injury, but scratches, punctures, torn ligaments, and other injuries may occur despite the best supervision.

Owner further understands and agrees that neither any of its employees will be liable for any illness, injury, death, and/or escape of Owner's dog(s) provided that reasonable care and precautions are followed, and Owner hereby negates Happy Trails Pet Care staff of any liability arising from or as a result of Owner's dog(s) attending Happy Trails Pet Care.