

# THE YELLOWBONE DOGGY RANCH, LLC

## FREQUENTLY ASKED QUESTIONS:



- **Do you require reservations?**

Yes, reservations are required for boarding. We recommend making reservations at least 2 weeks prior to your pets stay as rooms fill up fast!

- **Do you accept cancellations?**

We understand things happen and do not always go as planned. We require at least 48 hours' notice of any cancellation. Cancellations will result in loss of your deposit. Cancellations made less than 48 hours in advance result in full payment of scheduled boarding.

- **What forms of payment do you accept?**

We accept cash, check, credit card and Venmo payments. All credit card and Venmo payments will result in a 3% finance charge. Any returned checks will result in a \$30 additional charge.

- **What happens if my pet requires emergency care during their stay?**

If your pet requires any emergency medical attention while in our care, we will use your veterinary office specified in the dog registration you filled out. If it is after hours and your vet office is closed, we will use an emergency clinic of our choice.

- **What are drop off/pick up times?**

At this time, The Yellowbone Doggy Ranch requires you make a reservation for drop-off/pick up. Reservations will be made in 15 min. increments between 7:30a-10:30a and 3:30p-5:00p M-F. Saturday and Sunday times made by appointment only. Please call to schedule your drop-off/pick up times one week prior to your pets stay.

- **Do you accept early/late pick-ups?**

Pets MUST be picked up on their scheduled day, as we have other scheduled pets coming in and need time to clean and sanitize the rooms. You MUST have a backup person to pick up your pet if your flights or pick-up times become delayed. Early pick-ups not scheduled 48 hours in advance, will result in full scheduled payment. Any remaining balance resulting from an early pick up will be credited to your account for an additional boarding/daycare.

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