

Attn Clients

Effective January 1, 2023, we will now be requiring a credit card on file for all boarding reservations. We will make a note on the account that the credit card will be used for boarding penalties only. We will also require a valid email address so you can get reminder emails of your boarding reservations and vaccination updates. Boarding reservations must be canceled a minimum of 48 hours prior to your anticipated arrival date. Failure to do so will result in an automatic 2 night boarding charge to your credit card.

In recent years, the number of No Call No Shows for holiday weekend boarding has gotten unmanageable. We offer our clients a wait list when boarding gets booked to capacity. As we get cancellations, we fill those spots with people from the wait list. Having 10-15 no shows on a holiday weekend is simply unacceptable and unfair to the 20+ people on the wait list. We fully understand that life happens and plans change. Happens to us also. However, common courtesy can go a long way in a small business.

We value each and every one of you and appreciate your understanding as we all work together to continue to grow in the coming year. If you have any questions or concerns, please don't hesitate to call and ask to speak to either Kim, Jessie, or Regi.