K9to5 Doggy Daycare, LLC 

Cancellation Policies

***Because we are growing and making our schedules according to our reservation count, here is our cancellation policies for***

***daycare, boarding, training, assessment testing, & grooming.***

* If you don’t show up to a scheduled daycare visit or call in advance to cancel, you will be charge one full day of daycare ($20 per dog or membership day)
* When making a sleepover reservation, a 50% deposit needs to be made at that time of to keep your place. The other 50% needs to be made at least 14 business days before sleepover date.
* NO refunds will be granted if cancellation is less than 7 business days till regural boarding dates and 14 business days on Holiday boarding.
* Any refunds will have $30 cancellation fee. Your refund will be posted within 7 business days of the end of boarding dates.
* If you schedule a boarding with less than a 7 business days’ notice, you must pay in full and if you cancel NO refunds will be granted.
* If you have a scheduled grooming appointment and can’t make appointment, you must call and cancel 24 hours before. If you don’t call to cancel and are a no-show, you will be charged the full fee of the service we were providing to you.
* If you pick your dog up after 6pm, you will be charged a late fee of $10 per hour. There are no pickups after 8pm unless discussed with staff, pickups after 8pm will be charged a full overnight fee. Your dog must be picked up by 8am the following day to avoid another day charge.
* Assessment testing is $10 per dog, non-refundable. Paperwork, shot records, & deposit need to be turned in before assessment is scheduled. The $10 will come off your first day of daycare or boarding
* Last minute reservations are not guaranteed. We need at least **24 hours** notice to get staff scheduled

Signature of Owner\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­\_