

Payment Policy

All bookings require a 50% deposit when the booking is made and then full payment for the remaining balance is required at the time you drop off your pet for their stay.

* 2 days notice is required on a cancellation to qualify for any type of refund or future credit on file.

* 5% administrative fees are charged for refunds and returns on any form of payment due to a cancellation. To avoid paying administrative fees, you can leave the full amount as a balance on your file for a future reservation.

If your departure day changes while you are away, we ask for **48 hours notice for a change** in your booking departure day. With proper notice, payment that has been made will not be refunded but added as a credit on file for future use.

Changes in your departure date that are not made 48 hours prior to the time of pick up will not be added as a credit on file or refunded.

We require **48 hours notice** before a cancellation for you to receive a deposit refund.

The daily rate is charged from the day of entry up to and including the day of departure.

Your pet can check in as early as we open on the day of arrival to enjoy the full day.

You do not have to rush on the day of check out and can pick up your pet anytime until our closing time that day.

GST is applicable for all bookings.

Prices are subject to change without notice.

