**Aunt Kim’s Dog House**

**775-722-5247**

1. **Deposit Information**  
     
   > Reservations will be confirmed, by email or text, when your 50% deposit (100% for Holidays) is received.  
   > Please include your pet's name, dates for boarding and your email address.  
   > The balance is due when you drop off your pet(s).
2. **Reservation & Payment Policy**
   1. Payment: Cash, Check, PayPal, Venmo and Cash App accepted.
   2. Reservations will be “penciled in” when I respond to your phone call or email and will be held for 5 business days pending receipt of your deposit.
   3. Reservations made with less than 14 day notice require full payment within 3 business days.
   4. Holiday reservations will be confirmed by email or text when your non-refundable payment for 100% of the total is received (please include your pet's name,   
      dates for boarding and your email address).
   5. No refund for holiday cancellations.
3. **Cancellations**
   1. To receive your deposit refund, cancellations must be received and confirmed, in writing via email or text, 14 days PRIOR to your scheduled drop-off date.
   2. **Holidays:** There are no refunds for holiday cancellations.
   3. **Early Returns:** There are no refunds for early return.
4. **What to Bring**
   1. Shot records including kennel cough
   2. Your pet’s food
   3. Client information sheet