



Dog Care Cancellation Policy:

1. Reservation and Cancellation Guidelines:

- Reservations for dog care services must be made in advance to secure your animal's spot.
- Cancellations made [**72 hours**] before the scheduled check-in date will incur no charge.

2. Cancellation Fees:

- The total booking amount will be charged if there are no-shows without prior notice.
- Cancellations within [**72 hours**] of the scheduled check-in date will incur a cancellation fee amounting to 50% of the total booking. The maximum charge for a cancellation is capped at \$171.50 (per canine).

Example (per dog)

Length of stay	Daily Charge	Price of Stay	Cancellation fee
1 Day	49	49	24.5
2 Days	49	98	49
3 Days	49	147	73.5
4 Days	49	196	98
5 Day	49	245	122.5
6 Days	49	294	147
1 Week	49	343	171.5
2 Weeks	49	686	171.5
3 weeks	49	1029	171.5

3. Emergency Situations:

- We understand that unforeseen circumstances may arise. If you face a genuine emergency, please contact us as soon as possible to discuss the situation.

4. Refunds:

- Cancellation fees are non-refundable, we may consider altering of fees based on extenuating circumstances.

5. Modifications to Reservations:

- Reservation changes must be made at least [**72 hours**] in advance. Changes are subject to availability.



Dog Care Cancellation Policy Continued:

6. Group Bookings:

- Additional cancellation restrictions may apply for group bookings or extended stays during peak seasons (such as holidays). Please inquire for more details.
- Cancellations made within **[72 hours]** of the scheduled check-in date will result in a cancellation fee of **[50%]** of the total booking cost.

7. Communication:

- Effective communication is crucial. Please notify us of any changes or cancellations at your earliest convenience.

8. Policy Acknowledgment:

- By making a reservation with East Towne Veterinary, you acknowledge and agree to abide by the terms of this cancellation policy.

Holiday Cancellation Policy

During peak periods such as Spring Break/Easter, Memorial Day, the Fourth of July, Labor Day, Thanksgiving, Christmas Eve/Day, and New Year's Eve/Day, we kindly request a notice of at least four days or [96 hours] for reservation cancellations in order to avoid charges.

Additional Notes

If a no-show occurs, the boarding spot will be forfeited. We do not reserve spots for individuals whose pets do not arrive on the intended day of drop-off, even if a cancellation fee is charged.

Reason for Cancellation Policy

Our boarding reservation policy is in place to ensure optimal care for your pets. By planning in advance, we can provide a safe, comfortable environment and tailored attention. Your cooperation with this policy is crucial for our facility's smooth operation, maintaining high standards of care, and securing our financial stability. We appreciate your understanding and partnership in keeping our commitment to excellent pet care. Thank you.