



Dog Care Cancellation Policy:

At East Towne Veterinary Clinic, we are committed to providing exceptional care for your pets. However, frequent cancellations, especially during our busy periods, can significantly impact our ability to serve all clients effectively. When a reservation is canceled, we often find ourselves with an empty kennel during a time when other pets could have used it. This not only prevents other pets from staying but also affects the clinic's ability to operate smoothly and maintain high-quality care.

To better manage our bookings and ensure the best experience for all pets, we are introducing a new Boarding Deposit Policy during peak periods. This policy will help us maintain availability and continue providing excellent care while also supporting the sustainability of our clinic.

When Will the Deposit Be Required?

A non-refundable deposit will be required for new boarding reservations during the following peak periods:

- January 1 – January 13
- March 9 – March 31
- April 17 – April 29
- May 14 – May 28
- July 26 – August 8
- August 25 – September 8
- November 20 – December 2
- December 18 – January 5, 2026

Deposit Amounts:

- Canine (1) Day Board: \$50
- Canine (2+ Days): \$100
- Feline (1) Day Board: \$30
- Feline (2+ Days): \$60

Refunds:

- Boarding Deposits are non-refundable, we may consider altering of fees based on extenuating circumstances
- If a no-show occurs, the boarding spot and deposit 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 deposit fee is charged.



**EAST TOWNE
VETERINARY
CLINIC**

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11622 N. Port Washington Road
Mequon, WI. 53092

Dog Care Cancellation Policy Continued:

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.

Modifications to Reservations:

- Reservation changes must be made at least (2 weeks) in advance (2 months for reservations scheduled during peak times). Changes are subject to availability.

Policy Acknowledgment:

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