



## ***Boarding Contract and Cancellation Policy***

We love that you have chosen Pet Palace Resort & Spa for your furbaby's boarding needs. Due to the high demand for individual suites and spa services, we do wish to be fair to all clients wishing to schedule services for their pets, especially during our busiest seasons. **BEFORE** booking your appointment, we require all specific forms completed and returned by email, fax or drop off at our office and a credit card on file. We also require **ALL** vaccinations and boosters be completed two weeks prior to boarding. If you book a stay and **DO NOT** cancel within the timeframe described below regardless of weather conditions **OR** if vaccinations have not been updated, you will be **CHARGED** for the entire stay. We appreciate your understanding and compliance.

 December 15-January 15	1 WEEK NOTICE
 Spring Break (late March- mid April)	1 WEEK NOTICE
 Memorial Weekend	1 WEEK NOTICE
 4 <sup>th</sup> of July Weekend	1 WEEK NOTICE
 Labor Day Weekend	1 WEEK NOTICE
 Fall Break	1 WEEK NOTICE
 November 15 <sup>th</sup> -30 <sup>th</sup>	1 WEEK NOTICE
 All Summer months	5 Open Business Days Notice*
 All other times	3 Open Business Days Notice*

**\*Keep in mind when canceling our office is closed weekends & most major holidays. We may request prepayment for new or holiday boarding stays.**

I have read this agreement on this date, \_\_\_\_\_, understand its terms and conditions and agree to provide required information and sign freely.

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ CCV \_\_\_\_\_

Name on Card \_\_\_\_\_

**Signature** \_\_\_\_\_