

## **DROP-OFF AND PICK-UP APPOINTMENTS FOR CATS:**

You will need to schedule an APPOINTMENT TIME for drop-off and pick-up of your cat(s) during the posted kennel opening times. Please treat this appointment time like you would a doctor/specialist/dental appointment and afford me the same courtesy of keeping it. Please note the last pick-up or drop off time is 30 minutes prior to our posted closing time.

If your travel plans or other commitments dictate that you will be cutting it fine to get to us on time please BOOK AN EXTRA DAY and save us both the stress! (Remember pick-ups on a morning incur no extra charges for that day). Similarly if you get back early please do NOT show up expecting someone to be there, as **it is NOT guaranteed that someone is at the kennel during every posted opening time.**

**PLEASE DO NOT SHOW UP AT A TIME OTHER THAN YOU HAVE SCHEDULED OR CONFIRMED CHANGED – I AM NOT GUARANTEED TO BE AT THE KENNEL FOR ALL OF THE POSTED REGULAR OPENING HOURS!**

### **Cancellation Policy:**

- 72 hour cancellation policy, except for Peak times, Easter/Spring Break and Christmas (see below)
- Cancellation fee of \$75 per cat less than 72 hours
- 21 day cancellation policy during Peak times (June 15 - Sept 15 of every year), Family Day Week, Easter/Spring Break and Christmas (Dec 23 - Jan 2 of every year)

Reservations for Christmas must be paid in full 30 days prior to boarding.