

Hefner Road Pet Resort

Cancellation / No show Policy Update

Boarding / Day Care

In an effort to keep customer costs down, and ensure that kennel space is available for everyone, we are implementing some changes that will better serve everyone. No-shows and last-minute cancellations result in income losses that result in cost increases. To this end, the following policy changes are now in effect:

- All Clients will be required to keep a current credit card on file at the resort. Clients who wish not to abide by this will be required to pay upfront charges for a minimum of 1-24 hour period for boarding, or 1 day of day care when appointment is booked.
- Any client that has 3 no-show / last-minute cancellations will be charged for holding the appointment space with the credit card on file unless they place a new reservation and pre-pay 100% of the requested stay in advance.
- Cancellation policy requires 24 hours notice.
- Pick up time must be before 1 PM on the day of departure. Any late pick up will result in an additional daycare fee.
- Drop-off time is after 3 PM to ensure there will be space for your pet.

Grooming

- All Clients will be required to keep a current credit card on file at the resort. Clients who wish not to abide by this will be required to pay upfront charges of 100% of the groom.
- Cancellation policy requires 24 hours notice. Less than 24 hours requires a 50% fee for the cancelled appointment.
- Because the groom schedule is set, a 15 minute grace period is built into the schedule. There will be a \$15 per dog late fee due to the effects on subsequent clients.
- No-call / no-show requires 100% pre-pay prior to the next appointment.