



The Christmas and New Year holidays are very busy here at Grateful Dogs. We are trying our best to accommodate everyone's needs. To help reduce some of this stress, please keep us informed of your travel plan changes. Last minute cancellations and schedule changes leave vacancies that could have gone to someone in need, and for this reason we are forced to impose a strict cancellation policy during the Christmas/New Year's holiday. Thank you for your understanding.

- **You are required to have a credit card on file; this card will be charged if the cancellation policy is violated.**
- **To book your holiday boarding stay we require a reservation slip, plus a \$55 non-refundable and non-transferable deposit per dog, \$50 per dog per if paid by cash or check. This deposit will be applied towards your stay.**
- **If reserving boarding for both the Christmas and New Year's holidays a non-refundable, non-transferable Holiday Deposit per dog per holiday must be paid.**
- **If you cancel your reservation, you will forfeit your deposit.**
- **All changes and cancellations must be emailed to [info@gratefuldogs.net](mailto:info@gratefuldogs.net).**
- **All cancellations must be made no less than 7 days prior to the start of your intended stay.**
- **Reservations not cancelled with a minimum notice of 7 days prior to the start of your intended stay will be subject to the cancellation fee of 50% of your intended stay in addition to your forfeited holiday deposit.**
- **Partial changes or revisions are considered cancellations & are subject to the same notification requirements as full cancellations. Any revision to the front OR back end of your reservation must be made no less than 7 days prior to the start of your stay. Please note, picking your dog up earlier than you had originally reserved is considered a cancellation of the back end of your stay.**

**For example:**

- **If your reserved stay is December 23 – January 1, you must make any revisions affecting the stay no later than December 16.**
- **Failure to cancel your reservation will be considered a "no-show". If you are a "no-show" and your dog does not arrive for the intended dates, you will be charged the full amount for your entire stay.**

### **Checking In**

- Please note our hours of operations, as they change during holidays, and this may affect early flights.
- Please allow extra time for check in, this is a busy time and more information may be required from you.
- Please fill out an overnight card completely. If you're having a friend drop off, you can download an overnight card from our website at [www.gratefuldogs.net](http://www.gratefuldogs.net) & fill it out for them.
- Only bring the amount of food essential to your dog's stay. We will have limited space in the kitchen. If you bring a 40lb container for a two-day stay, we will take the amount needed and return your food & container.
- Please have all food in sealable containers. Large zip lock bags work great. We cannot accept food in garbage bags. These bags tear and create hazardous situations for dogs that may have food allergies.
- Clearly mark all food containers/bags, cans, scoops, etc. We will not be able to mark your belongings for you during this busy time.
- Grooming services are on a first-come first-serve basis. Spaces are limited.
- Please remember, dogs being dropped off for overnight stays must be here by 2pm, puppies and high-energy dogs by 12pm. Please help us by following these procedures; your dogs will thank you.