

**Cancellation Policy**

We ask that you please read the following cancellation policy. As we can only accommodate a limited number of guests, once we reach our maximum we are unable to make reservations for other guests. When a reservation is cancelled last minute it impacts our daily business. As with hotels, the credit card on file holds your reservation but will not be billed unless there is a cancellation without the appropriate notice.

**The cancellation fee applies whether we can fill the spot or not.** As a small business cancellations impact our business hugely as it often means we cannot accommodate existing or new guests and they will often need to make alternate arrangements. These fees are to help cover the cost for team members to manage reservations and allow our team to continue to be here to accommodate all our guests.

**Without the appropriate notice you will be charged 50% of the total stay. Less than 48 hours notice the entire reservation will be charged.**

**There is a minimum fee of \$20.00 for all cancellations without appropriate notice.**

**We require 7 days notice for all boarding cancellations during any time not listed below.**

**14 day notice required for the following time periods:**

January 1-15th (Christmas Break/New Years)	Family Day Weekend (Thursday-Tuesday)
March Break (starting the Wednesday before and after the actual March Break week)	
Easter Weekend (Thursday-Tuesday)	Canada Day ( June 28-July 4)
Civic weekend (Thursday-Tuesday)	Labour Day Weekend (Thursday-Tuesday)
Thanksgiving (Thursday-Tuesday)	December 15-31st(Christmas Break)

**We require 48 hour notice for all daycare cancellations.**

Once you have read and agreed to the terms we ask that you fill out the form and send it back to us to keep on your file to secure all reservations (boarding/daycare).

I have read the above policies and agree to all terms and understand my credit card may be charged by Companions Pet Resort if the terms of our agreement are not met.

**\*\*We understand cancellations may be out of your control but in order for our business to continue to operate and be available to our guests cancellation fees will not be waived. Thank you for your understanding.\*\***

**Please note your reservation is not confirmed until we have received this policy.**

Signature: \_\_\_\_\_ Name(Printed): \_\_\_\_\_

Pet(s): \_\_\_\_\_ Reservation Dates: \_\_\_\_\_

Credit Card #: \_\_\_\_\_ Exp: \_\_\_\_\_ CW#: \_\_\_\_\_