

# HOLIDAY CANCELLATION POLICY

Over the past year, unfortunately we have experienced a growing number of last-minute cancellations and “no-shows” during the holiday seasons. These cancellations result in boarding availability that goes unfilled due to clients being on other waiting lists or last minute changes in their plans.

Due to these experiences we will now require a two-night deposit for all holiday reservations beginning with Thanksgiving 2008.

We will begin contacting clients with reservations approximately one month prior to their reservations to confirm their reservations. At that time, we will be requesting the appropriate deposit amount via the client’s credit card for their upcoming stay with Bed and Biscuits Pet Spa.

**Reservations may be cancelled up to seven (7) days prior to the pet’s scheduled arrival date and receive a full refund or should you choose be applied towards future reservations.**

However, **should the cancellation occur in less than seven (7) days prior to the pet’s scheduled arrival date, your deposit will be forfeited and cannot be refunded or applied to future reservations or other pet care services or products.**

Upon check-in your deposit will be applied to the boarding charges for that specific visit.

Bed and Biscuits appreciates your understanding of this new policy, which will assist us in accommodating as many of our clients as possible. Our client’s patronage and loyalty has always been and will continue to be very important to us.

**HAVE A SAFE AND HAPPY HOLIDAY**