



RESERVATION CANCELLATION POLICY

Purpose

As a small kennel, Artemis Pet Resort (the resort) is often at or near its capacity, which can result in the resort turning away clients for boarding, especially during peak times. Late cancellations or changes to reservations can prevent the resort from filling empty spaces, which can lead to a loss in income. To try to mitigate this the resort has implemented the following policies.

By booking with Artemis Pet Resort clients agree to the following

General Cancellation Policy

The resort requires a minimum of:

- 72-hour notice for cancellations, and a
- 24-hour notice for any reservation schedule changes.

If the resort is unable to re-book the space that is reserved for the client's dog due to lack of notice, we will charge a \$40.00 cancellation fee for each kennel the client reserved. If the reservation is for a period of more than 3 days the cancellation fee charged to the client will equal 50% of the stay.

Clients that fail to provide the resort with at least a 24-hour notice for early pick ups will be charged for the full day of the scheduled reservation check-out day.

All cancellation fees must be paid over the phone or by invoice before the client can rebook.

Holiday/Summer Cancellation Policy

The resort requires a minimum of 72-hours notice of cancellation during any holiday period or long weekend stay to avoid cancellation fees. If the client does not provide a minimum of 72-hours notice before cancelling a reservation during any holiday period or long weekend stay, the client will be charged a cancellation fee equal to the entire reserved stay. Some exceptions may apply.

All canceled reservations must be paid over the phone or by invoice in order to rebook.

Holiday/Summer Early Pick ups or Reservation Changes

The resort requires a minimum of 48-hours notice for early pick ups during holiday and long weekend stays. If the client does not provide the resort with a minimum of 48-hours notice the client will be charged for the entire scheduled stay.

The resort requires a minimum of 72-hours notice of any reservation date changes. Clients who change their reservation dates without providing the resort with a minimum of 72-hours notice will be charged for the entire reserved time for any days that the kennel remains vacant. Some exceptions may apply.

We thank you for your understanding and continued support!