



Phone: 203.964.7795
Email: info@thedognanniesct.com

CANCELLATION POLICY

**We are very fair when it comes to cancellations however we do request the notice times below. Only if last minute cancellations become a habit (more than 3x) will you be charged in full each time*

DOG WALKING: 24 hour notice for cancellations--if notice of a cancellation was not given and we come to your home for the walk you will be charged in full .

DAYCARE: 24 hour notice for cancellations. We will honor a day not used another day that same week (schedule permitting) or within the following week.

BOARDING: 48 hour notice for cancellations.

Daycare visits generally should be used within the same week. If a situation arises and the days cannot be used in that week, they can be used within 10 days from the purchase date.

PAYMENT PROCEDURE

ALL PAYMENTS ARE TO BE RECEIVED BEFORE ANY SERVICE IS RENDERED.

Again, we understand at times you may forget and there will not be a penalty if this is not recurring.

WALKING/DAYCARE: Weekly, biweekly and monthly payments must be received within 3 days of when the service begins. After this period, there is a \$5 per day fee. If any walks are after 4pm, there is a \$5 additional charge.

OVERNIGHTS: Payment is due in full for all boarders on the day of drop off. If the payment is not received in full there will be a 10% fee charged on top of the balance due. A 50% deposit is due 2 weeks prior to the stay for those boarding more than 3 days at a time.

PRINT NAME:

SIGNATURE:

DATE: