



# Idlewire

P E T C A R E

## **NEW Cancellation Policy - Effective 10/1/19**

### **Grooming Booking Fee - \$20 if not cancelled 24 hours ahead**

- ALL NEW customers will be subject to an upfront **\$20 deposit (Booking Fee)** that will be collected prior to confirming/holding a reserved time slot. This deposit will then be applied to the balance owed at the time of service on the date of the reserved slot. Should the guaranteed reservation be cancelled/rescheduled with less than **24 hours notice** the deposit (Booking Fee) is forfeited. Forfeiture also applies to no shows.
- ALL EXISTING customers will only be subject to a **\$20 Booking Fee** if their guaranteed reservation is cancelled/rescheduled with less than **24 hours notice**. This \$20 Booking Fee will be applied to the customer account and collected at a future service of any kind. This booking fee also applies to no shows.

### **Boarding Booking Fee - 1 to 3 nights stay depending on length of reservation if not cancelled 48 hours ahead**

- ALL NEW customers will be subject to an **upfront deposit (Booking Fee)** for \$20 per day per pet (Max of 3 days per pet) that will be collected prior to confirming/holding any accommodations. This deposit will then be applied to the balance owed at the time of service on the departure date. Should the guaranteed reservation be cancelled/rescheduled for any reason with less than **48 hours notice** from the beginning of arrival date, the deposit (Booking Fee) is forfeited. Forfeiture also applies to no shows. i.e. for arrivals expected on 10/31, notification would need to be given by end of day 10/28 (48 hours from beginning of arrival date).
- ALL EXISTING customers will only be subject to a **Booking Fee** (\$20 per day per pet, max of 3 days per pet) if their guaranteed reservation is cancelled/rescheduled for any reason with less than **48 hours notice** from the beginning of the arrival date. The Booking Fee (\$20 per day per pet, max of 3 days per pet) will be applied to the customer account and collected at a future service of any kind. i.e. for arrivals expected on 10/31, notification would need to be given by end of day 10/28 (48 hours from beginning of arrival date).