

## DECEMBER 2012/ NEW YEAR 2013 POLICY

The following applies to dogs boarding with us between 17<sup>th</sup> December 2012 and 4<sup>th</sup> January 2013 ( inclusive )

A non refundable booking fee of \$50 per kennel is payable at the time of booking. The fee is deducted from your final payment.

Bookings made prior to the 1<sup>st</sup> October 2012, we will hold the booking for 7 days without a deposit; however. If we have not received the booking fee within 7 days, the booking will **not** be processed.

The period of stay between 17<sup>th</sup> December 2012 and the 4<sup>th</sup> January 2013 ( inc ). Is payable **before 1<sup>st</sup> October 2012** ,e.g. if your booking is from the 20<sup>th</sup> December 2012 to the 10<sup>th</sup> January 2013 ( 22days ), the 16 days which fall between 17/12 and 4/1., is payable **before 1<sup>st</sup> October 2012**. The balance of 6 days is payable on arrival.

Bookings made after 1<sup>st</sup> October 2012, are subject to availability and the booking fee is payable at the time of booking. The portion of the stay between 17<sup>th</sup> December 2012 and the 4<sup>th</sup> January 2013 ( inclusive )is payable in full **within 7 days** or the booking will not be processed.

The balance of the boarding charges which occur before 17<sup>th</sup> December 2012 and/or after 4<sup>th</sup> January 2013 is payable on arrival and once paid; **there is no refund if you decide to come home early.**

**Minimum stays** of 7 days will be charged between 17<sup>th</sup> December 2012 , up to and including 31<sup>st</sup> December 2012.

Minimum stays charged for pets arriving on 2<sup>nd</sup> January 2013 - 6 Days.

Minimum stays charged for pets arriving on 3<sup>rd</sup> January 2013 - 5 days.

Minimum stays charged for pets arriving on 4<sup>th</sup> January 2013 - 4days.

**After 1<sup>st</sup> October 2012 , if you change your mind and wish to alter the dates you have booked, there absolutely no refund or credit for days paid for and not needed , between 17<sup>th</sup> December 2012 and the 4<sup>th</sup> January 2013 ( inclusive )**

## **ALTERATIONS OR CANCELLATIONS REGARDING OUR DECEMBER 2012 / NEW YEAR 2013 POLICY.**

**Dates altered after 1<sup>st</sup> October 2012** – once booked and paid for, any days not required between 17<sup>th</sup> December 2012 and the 4<sup>th</sup> January 2013, because of later arrivals or earlier returns will not be refunded or credited, even if the length of stay is the same.

Alternative days required, but not paid for in your original booking, are payable at the time of alteration. Please be aware that changed dates are subject to availability.

**Dates cancelled are forfeited.** e.g. if your original booked dates paid for were from the 20<sup>th</sup> December 2012 to the 10<sup>th</sup> January 2013 ( 22 days ) and you wish to change the dates ( after 1<sup>st</sup> October 2012 ), to check in on the 24<sup>th</sup> December 2012 and check out on the 14<sup>th</sup> January 2013 ( 22 days ), the four days paid for from the 20<sup>th</sup> December 2012 to the 24<sup>th</sup> December 2012 are forfeited and not credited towards the extra 4 days booked at the end of the stay. This applies to stays even if they are longer than the original dates booked.

Also, if your original booked dates paid for were from the 20<sup>th</sup> December 2012 to the 10<sup>th</sup> January 2013 and you wish to change the dates ( after 1<sup>st</sup> October 2012 ) to check in on the 17<sup>th</sup> December 2012 and check out on the 7<sup>th</sup> January 2013, you will be asked to pay for these additional 3 days on the day the reservation is altered. Even if the length of stay is the same as the booked dates made prior to the 1<sup>st</sup> October 2012.

**If you cancel before 1<sup>st</sup> December 2012, and more than two weeks before the date you booked to come in** – if you have paid for boarding for days prior to 17<sup>th</sup> December 2012 and/of after 4<sup>th</sup> January 2013, we will refund this money less the booking fee. The days paid for between the 17<sup>th</sup> December 2012 and the 4<sup>th</sup> January 2013 will **not** be refunded or credited.

The booking fee will not be refunded, however, can be applied to future days within 6 months of the cancellation date ( not the Booked date ).

**If you cancel after 1<sup>st</sup> December 2012, and more than two weeks before the date you booked to come in** – if you have paid for boarding for the days prior to the 17<sup>th</sup> December 2012 and/or after 4<sup>th</sup> January 2013, we will only refund this money (less the booking fee ). The days paid for between 17<sup>th</sup> December 2012 and 4<sup>th</sup> January 2013 ( inclusive ) will **not** be refunded or credited.

The booking fee will not be refunded and cannot be applied to future stays.

**If you cancel after 1<sup>st</sup> December 2012, and less than two weeks before the date you booked in. There will be no refund for any monies paid for whatever reason and the booking fee cannot be applied to future stays**