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Policies

In effort to provide quality and timely service to our clients and to our in-house guests it is important that we organize and maintain a schedule. For these reasons we must 'work by appointment'. As is common in human hotels and doctor's offices, for example, notice to cancel or change a reservation/appointment is expected. We may have turned others away because we were committed to your full reservation.

Deposits equal to one night's boarding fee, per dog suite/cat condo reserved, are required to confirm all reservations. Deposits can be paid in person by Visa, MasterCard, Debit or Cash or you may telephone with your credit card information. You can pay directly online from our website or you can E-transfer +1\$ transfer fee to info@lonsdalegrove.com

Cancellations: We appreciate notification as early as possible if you need to cancel your reservation. Deposits are fully refundable if cancelled more than 48 hours in advance of the reserved check-in time. Cancellations less than 48 hours prior to the reserved check-in time result in forfeiture of deposit.

Early Check Outs: Check outs prior to your reserved check out time will result in additional fees equal to 2 nights boarding or to the end of the original reservation – whichever is less.

Day Boarding

Day boarding hours are anytime from 7:30am to 6pm. Check out by 6pm qualifies for the day boarding rate. Check outs later than 6pm (from 6pm to 7:30pm) will incur the full overnight rate. We need access to the suite by 6pm to clean and sanitize to make it available for an overnight- stay check in.

Daily check-in and check-out hours are from 7:30 am to 7:30 pm by appointment. Statutory Holiday hours are 9am to 5pm. Christmas Eve and New Year's Eve 7:30am to 5pm. No check in or out on Christmas Day or New Year's Day. Thank you for your cooperation and understanding.