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## Policies – effective Jan 1, 2020

**Appointments** are required so that we may provide quality and timely services to our clients and in-house guests. As we provide individualized feeding, medication and grooming services it is important that we organize and maintain a schedule. For these reasons we must work by appointment. You may make changes your appointment time as required. Thank you for providing advanced notice.

**Deposits** equal to one night's boarding fee, per dog suite or cat condo, are required to make a reservation. Deposits can be paid, online from our website or you can E-transfer +1\$ E-transfer fee to [info@lonsdalegrove.com](mailto:info@lonsdalegrove.com), in person by Visa, MasterCard, Debit or Cash or by telephone with your credit card. Peak reservation times may require a deposit equal to 50%. Reservations made without a deposit may be cancelled.

**Changes** to shorten reservations must be made at least 5 days prior to check in. We have committed the boarding space to your pet and have turned others away. If you shorten your reservation with less than 5 days' notice you can certainly pick up your pet early, but you are responsible for fees for the original reservation.

**Cancellations** We appreciate notification as early as possible if you need to cancel your reservation. Deposits are fully refundable if your reservation is cancelled at least 5 days before the reserved check-in time. Cancellations with less than 5 days' notice result in forfeiture of deposit.

**Early Check Outs** Full fee for original boarding reservation applies. We have committed the boarding space to your pet and will have turned others away. Please don't reserve more days than you require.

**Day Boarding** hours are anytime between 7:30am to 6pm. Check-out by 6pm qualifies for the day boarding rate. Check-outs later than 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. Day boarding may not be available on long weekends and or other busy periods. There is no day boarding rate for cats. The full overnight fee applies to cats.

**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. Fees are charged per overnight so there is no fee for the check-out day if the checkout is by 1pm. After 1pm day boarding rate applies. After 6pm incurs a full overnight fee.