



1993 Lonsdale Road Breslau,
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Policies – effective January 1, 2023

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.

Deposits equal to one night's boarding fee, per dog suite or cat condo/suite, are required to make a reservation. Deposits can be paid in your Client Portal or you can E-transfer to info@lonsdalegrove.com. Peak reservation times may require a deposit equal to 50%.

DEPOSITS ARE NON-REFUNDABLE. If you cancel a boarding reservation giving a minimum of 5 days' notice prior to reserved check-in, your deposit will remain on account for future use. If you cancel with less than 5 days' notice your deposit becomes a cancellation fee.

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. You can certainly pick up your pet early, but you are responsible for fees for the original reservation including any grooming that was booked as a departure service.

Cancellations We appreciate notification as early as possible if you need to cancel your reservation. Deposits are non-refundable. If your reservation is cancelled at least 5 days before the reserved check-in time your deposit will become a credit on your account for future use. Cancellations with less than 5 days' notice result in forfeiture of deposit.

Early Check Outs Full fee for original boarding reservation applies – including any grooming booked as a departure service. We have committed the boarding space and/or grooming time slot to your pet and will have already 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 7:00pm will incur the full overnight rate. Day boarding is not available on weekends 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 7:00 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.