1993 Lonsdale Road Breslau, ON
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info@lonsdalegrove.com

Policies – effective January 1, 2025

Appointments: are required so that we may provide timely services to our clients and in-house guests. As we provide individualized feeding, medication, and grooming services, it is critical that we maintain a schedule.

Non-Refundable Deposits: are required to make a reservation. Deposits can be paid by E-transfer to info@lonsdalegrove.com, or in your CLIENT PORTAL. We may require a deposit equal to 50% of the estimated total cost, including for new clients and reservations during peak times, i.e. STAT holidays, Christmas weeks, March break, July/August, and any other date designated by Lonsdale Grove.

Cancellation Policy and Fees: If you cancel a boarding reservation giving at least 7 days' notice, prior to a reserved check-in date, your deposit will become a credit on account for future use. If you cancel with less than 7 days' notice, for any reason, including circumstances out of your control, your deposit becomes a cancellation fee. The day of cancellation is not included in the 7 days' advance notice**.** i.e. if you cancel a reservation for the 7th of the month, you must do so *before* (not on) the 1st of the month to avoid forfeiting your deposit. **NOTE: For STAT Holidays, Christmas weeks, March break and July/August reservations, this notice period is extended to 14 days.**

Changes: to shorten reservations must be made *at least* 7 days **prior to** the reserved check-in date. We have committed the boarding space to your pet and have turned others away. If you change your dates, to a shorter period, less than 7 days prior to the original reserved check-in date, you will be responsible for the full number of days originally reserved. **NOTE: For STAT Holidays, Christmas weeks, March break and July/August reservations, this notice period is extended to 14 days.**

Early Check Outs: You can always 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. We have committed the boarding space and/or grooming time slot to your pet and will have already turned others away. If you reserve more days than you require you will be charged for them.

Day Boarding: hours are anytime between 7:30am to 6:00pm. Check-out by 6pm qualifies for the day boarding rate. Check-outs from 6:00pm to 7:00pm during weekdays will incur the full overnight rate. Day boarding on Friday, Saturday, Sunday or other busy periods are subject to the full overnight boarding rate. There is no day boarding rate for cats. The overnight fee applies to day boarding for cats.

Check-in and check-out: hours are by appointment only.

- Monday to Friday: 7:30 am to 7:00 pm
- Christmas Eve and New Year's Eve: 7:30am to 5:00pm
- Weekends and Statutory Holidays: 9:00am to 5:00pm
- No check-in or out Christmas Day or New Year's Day

Check-out before 11:00am: no additional fee for final day

Check-out 11:00am-3:00pm: extra ½ night's boarding fee applies for the final day

Check-out 3:00pm-close: full night's boarding fee applies for the final day.

i.e. The owner of a pet arriving anytime on June 1st and picked up at 10:00am on June 2nd will be charged 1 night's boarding fee; if picked up on June 2nd at 4:00pm, or June 3rd at 10:00am, the owner will be charged 2 night's boarding fee.