



## **BOARDING**

Our lobby is closed on the following Holidays: Easter Sunday, Thanksgiving Day, and Christmas Day. On these dates, a two night minimum stay is required and we cannot accommodate arrivals or departures on these days. Even though we offer overnight and 365 days a year supervised animal care, we schedule our team in a way that ensures they, too, can spend time with family and loved ones.

**BOARDING RESERVATIONS:** Hotel reservations can only be guaranteed if a deposit is given at time of booking

- A 50% deposit at the time of booking is required. All major credit cards accepted. No checks.
- Signed copies of BcWT Registration & Release and Town Rules
- BcWT Hotel Check In Form must be completed for every stay prior to admittance into BcWT Hotel Service
- Proof of up to date vaccination requirements at arrival; if a dog is prescribed medication between the time a reservation is made for a service and the time at which the dog checks in to BcWT for said service, the owner must provide written approval from the treating veterinarian clearing the dog to be in our facility. BcWT has the right to refuse services to dogs that come in on medication for acute medical conditions without clearance from a veterinary. Our refund policy will apply.

### **CANCELLATION POLICY**

- As of April 17 2017, all purchases are nonrefundable however credit can be applied toward future stays, not to exceed one year from original payment.

### **FOOD**

Pets are fed twice daily – in the morning and evening. However, we can also accommodate lunchtime feedings. We have a microwave and refrigerator for any food that needs to be warmed or kept cold. We require that you provide your dog's food, as to not upset their stomach with a change of diet. Please put each feeding in separate Ziploc bags, labeled with their name. Please make sure you bring enough food for your dog's entire stay. If your dog runs out of food, BcWT will feed your dog our house food (Taste of the Wild) for a fee up to \$5 a day.

### **BEDDING/BELONGINGS**

BcWT Hotel provides clean and comfortable Kuranda bedding for your dog. In order to maintain a sanitary environment, outside bedding is not permitted. A clean, t-shirt with your scent is permitted to help reduce separation anxiety. Each dog is permitted two (2) non-squeak toys for their stay.

### **PROPERTY DAMAGE**

BcWT reserves the right to charge an additional property damage fee, up to \$100, to owners whose dogs damage any of our rooms/suites. Property damage includes damage of beds, walls, flooring, equipment, etc. To avoid the potential of any unexpected fees, BcWT strongly recommends that Owners who believe their dogs may cause property damage to speak with a BcWT Team Member to determine the best room type or suite for their dog.