



Bow chika Wow Town's Boarding Reservation Policy

We provide animal care around the clock; every day of the year and we are proud of our client loyalty. Our dog hotel is relatively small in comparison to other facilities in our area and is frequently at 100% occupancy.

When our hotel is booked to the limit, we often have to disappoint other pet parents by turning them away or putting them on our wait list. No-shows, last-minute cancellations and early pickups may leave us with availability, but seldom are we able to fill a suite when a reservation is cancelled within days of check-in.

Because we value our relationship with all of our clients, we have implemented the following Boarding Reservation Policies for our dog hotel effective 1/1/2020:

Boarding - HOLIDAY POLICY

(Easter Week, Memorial Day Weekend, 4th of July Week, Labor Day Weekend, Thanksgiving Week, Christmas & New Year's Week(s))

- RATES – Our overnight hotel rates are based on a 24-hour schedule. We have a 1-hour grace period for late checkouts. A \$25 late checkout fee will be assessed after the grace period ends.
- A 2-night minimum stay is required
- Pick up and Drop off is not available on Easter, 4th of July, Thanksgiving Day, Christmas Day, and New Year's Day. No exceptions.
- Holiday boarding rates will be in effect
- All reservations must be secured by a valid credit card on file
- All reservations require a 50% non-refundable deposit
- If we do not have a deposit for your reservation within one week of your reservation, your reservation may be cancelled at our discretion
- **5 days' notice for reservation cancellations for holidays is required**
 - Reservations cancelled within the above cancellation window will have the deposit credited to your account to be used for future products or services
 - Reservations cancelled outside of the 5 days' notice will automatically forfeit the deposit
 - Reservations cancelled with less than 24 hours' notice will be charged for the entire booked reservation. NO EXCEPTIONS.
- All pricing and policies are subject to change without notice

Boarding - Non-Holiday

- RATES – Our overnight hotel rates are based on a 24-hour schedule. We have a 1-hour grace period for late checkouts. A \$25 late checkout fee will be assessed after the grace period ends.
- During off-peak periods, there are no minimum-stay requirements.



- All reservations require a 50% non-refundable deposit
- If we do not have a deposit for your reservation within one week of your reservation, your reservation may be cancelled at our discretion.
- 2 days' notice for reservation cancellations is required
 - Reservations cancelled within the above cancellation window will have the deposit credited to your account to be used for future products or services
 - Reservations cancelled without at least 48 hours notice will automatically forfeit the deposit
- All pricing and policies are subject to change without notice

We appreciate your understanding regarding the necessity of this policy. These minimum cancellation periods allow us time to offer your booked space to another client.

EARLY RETURNS / LAST MINUTE CHANGES

It is not unusual for trip plans to change at the last minute. However, please understand that Bowchika Wow Town carefully schedules hotel reservations for you and our other guests. In addition, our Staff is scheduled according to our daily capacity. If you wish to pick up before your scheduled reservation ends, we will accommodate those wishes as best as possible during normal pickup and drop off hours. You will still be charged for the entire stay, as we were not able to reserve space for another client or adjust our staffing levels. You will not, however, be charged for activities you did not use, you will only be billed at the room rate you reserved.