

CANCELLATION POLICY

Wellington Park is more than happy to accommodate your reservation request. Please note however, that we are holding your reservation request pending your pet's arrival. Our facilities are in demand and during busy periods we reach maximum capacity. To ensure your booking is confirmed and to avoid turning other clients away please note the following conditions of cancellation.

Peak Period Cancellations

- **Xmas period requires a minimum \$100 per pet, non-refundable deposit at time of booking. No Reimbursement's apply to Xmas deposits under any circumstances.**
- Reservations must be guaranteed by credit card, money order or cash payment.
- Reservations during other peak periods may also require a \$100 non-refundable deposit (eg. Easter, long weekends).
- At the discretion of the General Manager your deposit may be credited toward a future stay or service but will not be reimbursed.
- No reimbursements will be given for early departures during peak periods.

Non-Peak Period Cancellations

- If less than 24 hours, or no notice is given, a penalty of one day's stay will be charged.
- If appropriate notice is given (more than 24hrs), no penalty will apply. Any payments made will be credited to next stay or reimbursed to the client, less a \$50 administration fee. Reimbursement may take up to 5 weeks and client must provide banking details for electronic transfer of payment to be made.

Pet Suites

- **ALL** Pet Suite bookings require a **\$100 per pet, non-refundable deposit at time of booking.**
- No Reimbursement's apply to Pet suite bookings under any circumstances however a credit may be provided toward your next stay for early departure, provided the stay was during a Non-Peak Period.

Early Checkout

- Non-peak periods: No less than 24 hours notice is required for changes to reservations.
- Peak periods: No less than 7 days notice is required for early pick-up during peak periods. No money will be credited or refunded for early checkout during peak periods that require a 'minimum stay' period.
- Peak periods: Early pick-up for a pet that has already accrued their minimum stay will result in credit to next visit if appropriate notice is given (more than 7 days).

Returned Cheque Policy

- Cheques will **ONLY** be accepted for boarding services in excess of 5 days duration or a minimum total value of \$150.
- Bounced cheques will incur an additional charge of \$35.