

Cancellation, No Show, and Late Pick Up Policy

Effective Date: January 1, 2013

Updated: October 6, 2023

This policy applies to reserved services including, but not limited to, daycare, grooming, and training.

Cancellations:

12 hour notice of cancellation is required, no fee will be charged if at least 12 hours notice is given for a cancellation. Cancellations given with less than 12 hours notice will be charged 50% of the fees for the booked service.

If you need to cancel because your dog is not well, then no cancellation fee will be charged.

No Shows:

If a reservation was made and no cancellation notice is given, the full fee for that service will be charged. Two “no shows” in a row will result in the cancellation of all future bookings until the customer contacts Wag.

If unforeseen circumstances require the facility to be closed for any reason, customers will not be charged any cancellation or “no show” fees during the time of the closure.

Late Daycare Pick Ups:

Wag Daycare is open Monday through Friday from 7:30 a.m. to 5:30 p.m. All dogs scheduled for that day must arrive by 9:30 am. Morning pickups must be completed by the 5-hour mark, or 2 pm, whichever comes first. Full day pickups must be completed by 5:30 pm. There is a \$10.00 late charge for every 10 minutes (or part thereof) that your dog is still in our care past their pickup time or closing of the Centre.

Jennifer Blackman

Owner/Operator

Wag Canine Recreation Centre