

Cancellation, No Show, and Late Pick Up Policy

Effective Date: January 1, 2013

Updated: May 15, 2015

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. Prepayments will be credited toward a future service at Wag Canine Recreation Centre, minus the cancellation fee if applicable.

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 Canine.

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.

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

Late Daycare Pick Ups:

Wag Canine Daycare is open Tuesday through Friday from 7:30 a.m. to 6:00 p.m. Wag Canine is not an overnight facility. Staff go off duty at 6:00 p.m. and there is a \$5.00 late charge for every 10 minutes (or part thereof) after 6:00 pm that your dog is still in our care. Late charges must be paid when retrieving your dog from Wag Canine.

Jennifer Blackman
Owner/Operator
Wag Canine Recreation Centre