

General Reminder

Please notify us as early as possible if you need to cancel or change a reservation. This helps us manage staffing, waitlists, and the overall flow of care. Our cancellation policy is designed to keep things fair and consistent for all families while helping us plan the best care possible. We promise to approach every situation with honesty, transparency, and compassion — because we know that sometimes, life just happens.

What's your daycare cancellation policy?

We carefully plan our daily staffing around the number of dogs and groups each day, making adjustments the day before if needed. When reservations are cancelled late or not honored, it impacts not only our team but also the pups who could have joined us.

- **Cancel 24+ hours in advance** → No charge
- **Cancel less than 24 hours in advance** → 50% charge
- **No-shows or same-day cancellations** → Full charge

Boarding

Our boarding schedule fills quickly, especially during high demand periods, and we plan our staffing and boarding facility setup around the number of dogs expected each night. Last-minute cancellations make it difficult to adjust those plans and can prevent other families from booking a spot. That's why we have a clear cancellation policy in place to keep things running smoothly for everyone.

- **No-shows or same-day cancellations** → 50% of the total reservation will be charged. This policy applies year-round, 365 days a year.

High-Demand Periods

High-demand periods include a one-time, non-refundable deposit per family. **High-demand periods are listed and updated annually on our website.** Visit: <https://www.takefivedogcare.com/boarding>

⚠️ Reservations are not confirmed until the one-time, non-refundable deposit is paid.

- **Weekends from May through September** (\$20)
- **Holidays and school vacation weeks** (\$40)

If you cancel during a high-demand period:

- **5 days or less before your reservation start date** → You will be charged **25% of your total reservation cost**, in addition to the forfeited deposit.
- **30+ days in advance** → Your deposit will be refunded.

Grooming

When grooming appointments are cancelled late or missed, it directly impacts our groomers' schedules and pay. Because of this, cancellation fees are applied at the groomer's discretion. Our goal is to value their time while also being fair and flexible for our clients.

- **No-shows or same-day cancellations** → Full grooming charge

- **Cancel 5 days or less in advance** → 50% of the appointment total
This fee is waived if we are able to fill your appointment from our cancellation waitlist.
- **Late Arrivals** → A late fee may apply at the groomer's discretion. If you're late, we'll do our best to accommodate you, but we may need to reschedule depending on the day's schedule.

Cancellation Reasons - What to Expect

Cancellation Reason	How We Handle It
Change of Plans	Standard cancellation policies apply. Includes: weather, or change of plans, found other accommodations, or reservation no longer needed.
Client Emergency or Illness	Handled compassionately, case-by-case.
Pet Illness or Injury	This will always be handled with compassion and care on a case-by-case basis. A team member will follow up directly.
Contagious Symptoms, Diagnosis or Preventative Measures	Health and safety first. Rescheduling or cancellation is required and fees may be waived with appropriate notice.
Expired Vaccines	Clients are expected to plan ahead to ensure vaccines are current before their reservation. Cancellations due to expired vaccines are subject to standard fees.
Wait List - Automatic Cancellation or Cancellation for Waitlisted Reservation	No charge, this means a confirmed spot did not become available. The reservation was automatically or manually cancelled.
No Show	Full charge applies. This impacts our staffing and ability to serve other clients.

Questions?

Let us know — we're always happy to help!

Phone: 603-617-2345

Text: 833-660-2345

Email: info@takefivedogcare.com

Website: www.takefivedogcare.com

Thank you for helping us keep our policies consistent and stress-free for everyone involved!