



Wagging Tail Resort Cancellation Policy

At Wagging Tail Resort, we plan the days of our Caregivers, Groomers, and Trainers based on reservations that you, our pet parents, make. Many times, we have turned away other pet parents because we have no vacancies. Currently, we are experiencing daily, last-minute cancellations/no shows for reservations our pet parents have made. Consequently, we are instituting a cancellation policy.

-For Boarding Cancellations- We understand and appreciate that plans change. If you must cancel your reservation, but are able to give Wagging Tail Resort at least 5 days' notice, there will be no cancellation fee. If you must cancel your reservation but are unable to give at least 5 days' notice, a cancellation fee of \$100.00 will immediately be applied to your account.

-For Grooming Cancellations- If you must cancel your reservation, but are able to give Wagging Tail Resort at least 24 hours' notice, there will be no cancellation fee. If you must cancel your reservation but are unable to give at least 24 hours' notice, a cancellation fee of \$15.00 will immediately apply to your account.

-For Training Cancellations- If you must cancel your reservation, but are able to give Wagging Tail Resort at least 24 hours' notice, there will be no cancellation fee. If you must cancel your reservation but are unable to give at least 24 hours' notice, a cancellation fee of \$50.00 will immediately apply to your account.