

FULL DEPOSIT TERMS AND CONDITIONS

CANCELLATION FEE

All refunds and cancellations on accepted reservations are subject to a 5% administrative fee

REGULAR SEASON CANCELLATIONS

- If cancelled more than seven days in advance, the deposit or any prepayments, less the administrative fee, is refunded.
- If cancelled less than seven days in advance, the deposit or any prepayments, less the administrative fee, becomes a store value credit for boarding or daycare with a 90-day expiry. This amount should be used in 90 days as it expires thereafter.
- **If cancelled less than one full business day in advance, deposit or prepayment is non-refundable or transferrable.**

HOLIDAY SEASON CANCELLATIONS

Dec 18 – Jan 2 | All Stat holidays | Alberta spring break week in March and summer season starting June 1- until Tuesday after Labor Day weekend

- If cancelled more than 14 days in advance, the deposit or any prepayments, less the administrative fee, is refunded.
- For cancellations less than 14 days in advance of start date, the deposit or any pre-payment, less than the administrative fee becomes a store value credit for day care and boarding with a 90-day expiry.
- **No refund or store value credit of deposit** if reservation is cancelled less than a week in advance of start date.

SHORTENED RESERVATION / EARLY PICK UP

- You can change/shorten your reservation until the day of check-in. After check-in, there is no refund or store credit available on any shortened reservation or early pick up.