

## Funny Faces Bed & Biscuit Payment and Cancellation Policy

Funny Faces Bed & Biscuit runs its facility based upon accurate boarding and grooming reservations. We understand that unforeseen events can occur which can alter plans. However, due to the large volume of reservations being requested by our clients and our staffing costs, Funny Faces has the following payment and cancellation policy. The hope is that this policy will better ensure that all Funny Faces clients can get the reservations they need.

- At the time the reservation is made, a 50% deposit will be received by Funny Faces for your reservation dates.
- Up to five days prior to your check-in day you may alter or cancel your reservation to receive a full/partial refund or a credit to your account depending on the type of change which was made.
- There are no refunds if your reservation is altered or cancelled within four days of your check-in date.

<b>Check-in Day</b>	<b>Reservation can be altered or cancelled up to and including the previous</b>
Monday	Thursday
Tuesday	Friday
Wednesday	Saturday
Thursday	Sunday
Friday	Monday
Saturday	Tuesday
Sunday	Wednesday

- Additional services such as administering medication, half day charges, food purchases, vet visits, balance of grooms, or other incidentals will be paid for at the time of pickup.
- If you pick up your pet(s) before their scheduled check-out date, you will be charged for the entire reservation. There are no refunds for early pickups.
- You may add days to your reservation, subject to availability. Payment is required at the time additional days are added to the reservation.
- A \$25 non-refundable deposit for grooms will be required at the time a grooming reservation is made or is added onto a boarding reservation.