

**Paradise Pet Resort**  
**Deposit and Cancellation Policy**

Due to the high demand for our boarding facility and our limited availability a deposit and cancellation policy is in force

Deposit Policy

When making your reservations you will be asked to leave a deposit to hold your room. Deposits will be determined by the duration of your reservation. Any reservation for 4 days or less will be required to leave a deposit equal to one night's stay of the room reserved. Any reservation for 5 days or more will be required to leave a 25% deposit of the total reservation.

\*Frequent boarder loyalty program- any boarder who stays/stayed with paradise pet resort for more than 6 separate reservations in a calendar year will not be required to leave a deposit \*

Cancellation Policy

Please Keep in mind when making a reservation we are holding your pet's room pending your arrival. When we reach our full capacity for reservations we have to refuse reservation requests and turn business away. If you do not cancel your reservation in a timely manner we may be unable to re-book the space reserved for your pet.

We require a minimum of 72 hours' notice on cancellations or changes to a reservation during peak times (as defined by Paradise Pet Resort) and a minimum of 24 hours notice during off season. Failure to cancel a reservation before the 24 or 72 hour time frame will result in a forfeit of your deposit. However if we are able to re-book your room you will receive your deposit back, it can be credited to your account for future use or can be given back to you in the form of a check.

Holiday Cancellation and Deposit Policy

If your reservation is during a holiday time period, the following additional terms apply. A 50% deposit will be required at the time of reservation for the amount of the entire stay. If you cancel this reservation at any time after the reservation is made, you will forfeit the entire deposit with the following exceptions. These exceptions only apply to reservations cancelled more than 72 hours prior to reservation. A full refund of the deposit will be given if there are like accommodations still available at the time of the cancellation. A full refund will be provided if the entire reservation can be rebooked. A partial refund will be provided if only part of the reservation can be rebooked. ( Number of days not rebooked x (total deposit/number of days first booked)).

I agree to the above terms and conditions

Signature\_\_\_\_\_ Date\_\_\_\_\_