



Cancellation Policy

Effective January 1, 2023, we will no longer collect deposits for peak date stays; however, we will require a credit card to be on file for all hotel reservations. Please see our new cancellation policy below:

For HOLIDAY* reservations, please notify us of your cancellation 10-days in advance. Reservations cancelled 2-9 days prior to check-in result in a one-night charge, per guest, to the card on file. Reservations cancelled less than 48 hours prior to check-in, will result in 100% of the reservation total being charged to the card on file.

For NON-HOLIDAY reservations, please notify us of your cancellation 48 hours in advance. Reservations cancelled less than 48 hours prior to check-in, result in a one night charge, per guest, to the card on file.

***HOLIDAYS - Independence Day, Thanksgiving & Christmas**

Please note that package credits cannot be used towards cancellation penalty fees.

We will remind you of our new cancellation policy when you book your pup's stay for any dates beginning on or after January 1, 2023.