



## Reservation Policies

*Updated June 2021*

### Sleepovers

Deposits are required to reserve space for overnight reservations. The required deposit is 50% of the estimated cost of the entire stay. Deposits are:

- Due at the time of the booking. Reservations that require a deposit will not be made unless a deposit is paid concurrently.
- Fully refundable up to five days before the start of the reservation.
- Non-refundable if a reservation is cancelled four days or fewer before the scheduled start of a reservation.

### Daycare

Daycare in the Core Program is drop-in, and does not require reservations. Daycare in our VIP and Puppy programs is by reservation only and is subject to the policies outlined for each respective program, below.

### VIP Daycare

Cancellations for daycare in the VIP Program are required by noon the day prior to a reservation. Late cancellations and reservation no-shows will be subject to a cancellation fee equivalent to the cost of one day of VIP Daycare. The fee must be paid prior to return to the program.

VIP Sleepovers are subject to the general Sleepover Cancellation Policy, above.

### Puppy Program

Once your puppy is enrolled in the program, we staff for their care accordingly. Based on this, you will be charged weekly tuition regardless of whether your dog attends. Attendance days are not interchangeable and if you choose to drop your dog off late for or pick up early from the Program, there will be no make-up days.

Puppies enrolled in the puppy program are not eligible for sleepovers until they join the Roscoe's Bed + Bark core or VIP program.

If you would like to unenroll from the Puppy Program prior to the originally agreed upon time frame, you must email us at [hi@roscoesbedandbark.com](mailto:hi@roscoesbedandbark.com) by 11:59pm on Wednesday in order to not have your subscription renewed that Friday.

Puppy Program enrollment fees are non-refundable.