

## HOLIDAY BOARDING POLICY - 2019

In order for the Atrium Animal Hospital to have room for our furry friends during the holidays, the following holiday boarding policy will continue this year. We want to be sure to meet your needs when you require accommodations for your animal. The following policy will enable us to do just that!!

- Boarding is for our established clients only. We are not a 24 hour facility and no staff are present overnight.
- Holiday reservations will be accepted **beginning September 18th, 2019**. A deposit will be necessary for holiday boarding. A credit card or check deposit to cover one/half of the total boarding cost will be due at the time the reservations are made but not processed until seven (7) days before the first day of boarding. The balance will be paid upon pick up.
- Holiday boarding applies to **Thanksgiving and Christmas only**. Boarding is considered holiday boarding if any one of the nights your animal stays with us crosses over Thanksgiving or Christmas Day.
- Cancellations made 1-7 days before the start of boarding will incur 2 nights boarding cost as a **cancellation fee**. If reservations are cancelled 8 or more days prior to the start of boarding the deposit will be refunded in full. Any refunds will be refunded the week after the holiday.
- **“NO SHOWS”** will be charged a 3 night “no show” fee regardless of the number of nights reserved.
- Credit card deposits will be taken by phone or in person and placed in the chart to run thru the credit card machine 7 days before the first day of holiday boarding. Checks will be placed in the chart and processed 7 days before the first day of holiday boarding. We cannot accept cash deposits. Thank you.
- We will maintain a **waiting list for established clients**. If an opening for a boarder should become available, we will call clients in the order they appear on the list, based on the size availability and the size of the boarding area the client is requesting.
- Please be certain that each of your animal companions that are boarding are current on their vaccines prior to boarding. All animals must have a **Bordatella vaccine** to board.
- **PLEASE BE ADVISED THAT THERE IS NO PICK-UP THE SUNDAY FOLLOWING THANKSGIVING, NOVEMBER 24, 2019. ALSO THERE WILL BE NO PICK- UP ON SUNDAY DECEMBER 29, 2019.**

Thank you in advance for your cooperation and understanding of our policy. It helps us to organize our boarding to better serve our clients during this fun and busy time!!