

Cancellation Policy for Boarding Guests

Effective August 1, 2016

During non-holiday times, we ask that you provide at least 48 hours notice for cancellations and 72 hours notice during holiday times (New Year's, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas) so that we will be able to accommodate other guests on the waiting list in a timely manner. If notice is provided in less than the 48 or 72 hour window or a guest does not arrive for the scheduled stay, there will be a cancellation fee equal to one full-price night's stay for bookings of 5 days or fewer and 2 full-price night's stay for bookings of 6 days or more. This fee will be charged to your credit card on file. Of course we understand that sometimes life throws a curveball and we will try to work with you as much as possible.

We hope this isn't an inconvenience, we are simply trying to accommodate as many of our wonderful guests as possible. We cannot thank you enough for your continued presence at The Upper Paw and Austin Urban Vet Center!

Thank you!

