



Effective 5/1/2017

BOARDING AND PLAYGROUP CANCELLATION POLICY

At Crescent City Veterinary Hospital, we focus on the quality of our boarding and Puppy Playgroup services. Our kennel capacity is limited by our desire to give each guest lots of individual attention as well as by physical space. Within these limits, we hope to accommodate as many guests as possible.

Please help us achieve this by kindly giving at least a 24 hour notice if you need to cancel your reservation for boarding or Puppy Playgroup. Any reservations cancelled after this time or no shows are charged for their scheduled day at Puppy Playgroup or 50% of their scheduled boarding stay.

Charges will be applied to your Punch Card or your credit card on file which is required to make a reservation for boarding as well as Puppy Play Group.

A 7 day notice of cancellation is required for boarding during a major holiday as well as our peak summer season (May-September). During these times your credit card will be charged for the entire scheduled stay if you cancel without sufficient notice.

We encourage you to schedule your boarding reservations as early as possible. However, we will not reserve spaces for Puppy Play Group more than one month ahead of time.

We appreciate your support and patronage and hope that these changes will help ease scheduling difficulty and continue to improve the quality of care we are able to provide to our patients.

All the best,

Your CCVH Team