



ADDENDUM TO
BOARDING DEPOSITS & CANCELLATION POLICY

To all customers of CBB,

Cleveland Bed & Biscuit is implementing the Boarding Deposits and Cancellation Policy that go into effect on February 1st, 2023.

When reserving a boarding stay for your dog(s), we now require a deposit equal to 3 overnight visits. If the boarding stay is less than 3 nights, then the customer will prepay for the whole stay.

We require at least 2 week notice for cancellations during holiday periods (New Year's, Spring Break, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas) and 48 hour notice for non-peak periods. If a reservation is not cancelled in the required timeframe, the customer will forfeit this deposit.

Deposits (for reservations cancelled in the required timeframe) are non-refundable but will be credited to the customer's account for a future visit (either daycare or overnight.)

The boarding drop offs and pickups during weekends and holidays are available only between 9am-11am. During weekdays, the boarding drop offs or pickups are available any time between 7am-5pm.

Cleveland Bed & Biscuit reserves the right to waive or adjust this clause on a case-by-case basis.

NOTE on cancellations: we understand emergencies happen last minute, however the boarding dates and times are specifically held for you and your dog(s), thus please understand that Cleveland Bed & Biscuit is turning down other clients in order to accommodate your boarding.

Customer's Printed Name: _____

Customer's Signature: _____

Date: _____