

2018-19 Holiday Period:

Thanksgiving: November 21st-25th

&

Christmas/New Year's: December 21st-January 2nd

Metro Dog has additional policies in place for day care and boarding during the holiday periods listed above.

Prepayment policy: Metro Dog requires prepayment in full for all boards 14 days before the board begins. A valid credit card must be on file at the time the reservation is made to confirm a holiday reservation. Any client credit card that declines at that time will not be guaranteed a space. We will email clients whose credit card declines when prepayment is charged. The client must immediately provide prepayment to keep their reservation.

Cancellation policy: Boarding prepayments are non-refundable. Cancellations can be made with no financial penalty up to 14 days prior to the board. Cancellations made within 14 days from the start of the stay forfeit 50% of the boarding fee. The other 50% is put on the client's Metro Dog account for future use at the center. Prepayments are not refunded to credit cards within 14 days of the start of the board.

Boarding reservation changes: You may change your reservation and/or cancel it without penalty up to 14 days in advance of the stay. Within 14 days, shortened stays are charged for the full reservation originally booked. Overstays are charged an additional \$10 per night above the standard rate of the reservation.

Thanksgiving Day and Christmas Day: There is no half-day day care available on these two days. Our lobby is closed on these two holidays. We offer "after-hours" lobby service on these two holidays and charge the after-hours drop-off/pickup fee of \$15 for anyone needing to drop off or pick up on these two holidays. An advance appointment to pick up or drop off on these two days is required. All day care reservations are charged the after-hours lobby fee one time for lobby service on Thanksgiving Day and Christmas Day and must be scheduled in advance. Drop-ins are welcome but may not be accepted due to limited space or staff constraints and are subject to the after-hours lobby fee.

Private and Semi-Private day care: We regret that space constraints cause restrictions on these programs during the holidays. We cannot offer private or semi-private day care on November 21, 22, and 23, or December 22, 23, 24, 25, or 26. Private and Semi-Private boarding is available during holiday periods but fills early as space is very limited.

Day care reservations are highly recommended during the holiday period. Day care drop-in is allowed, but not guaranteed. Space is limited when boarding is in a peak season. Day care cancellations must be made 24 hours in advance or will be charged. No-shows will be charged for the day(s) reserved.

Differences from 2017/2018 policies:

1. There is NO 3-night minimum. There is a 2-night minimum for Nov. 22-24 and Dec. 23-26.
2. There is NO prepayment required for day care during the holiday period.
3. There is NO additional \$10 charge for day care without reservations made 14 days in advance during the holiday period.
4. Day care reservations are charged unless canceled 24 hours in advance, so the space can be opened. Same-day cancellations or no-shows are charged during these dates.
5. The lobby fee is \$15 on Thanksgiving Day and Christmas Day.