



515 N Main Street - Enterprise, AL 36330 (334)417-0243

Important Update to our Reservation Policies: Effective 20 May 2020

PlayCare: Half-Day or Full-Day

All PlayCare reservations whether half or full day require **pre-payment in full** upon scheduling the reservation, regardless of the date of reservation. If you have a PlayCare package, you must still make a reservation, however you will NOT be charged a deposit. Your visit will be collected upon check-in.

- 🐾 **Reservations are required.** Walk-ins will be honored only on a space available basis. If we are at capacity, you will not be able to drop your dog off. Please call ahead.
- 🐾 Drop off begins at 7:00am and pick up is before 7:00pm for a full day of PlayCare.
- 🐾 PlayCare is any block up to 5 hours between 7am and 7pm. Late pick-ups for half-day reservations will automatically convert to a full-day price.
- 🐾 Our lobby doors are locked at 7pm.
- 🐾 Late pickup between 7:01-7:30pm must be pre-arranged by 6:30pm and incurs a \$15.00 fee.
- 🐾 At 7:30pm if you have not arrived, regular boarding charges will be added, and you may pick up your dog(s) the following morning before 12 noon to avoid any further late fees.
- 🐾 If you do not contact us to arrange late pick-up and do not arrive by 7:15pm, you will incur \$15 fee, and regular boarding charges will apply.

Cancellations:

- 🐾 We have a 72-hour cancellation policy. A credit to your account will be applied for any cancellation of 72 hours or more.
- 🐾 Credit on account may be used for future services at The FurKids Club for up to 1 year from the date of cancellation.
- 🐾 **No refunds will be made.**
- 🐾 Cancellations less than 72 hours, as well as no-shows, will result in a forfeit of deposit.
- 🐾 If you are on a package and cancel same day or no-show, you will forfeit one package credit.

StayCare - Our Boarding Policies

The FurKids Club LLC operates as a hotel, and as such, we rely on 100% occupancy. We limit capacity to maintain safe dog to staff ratios and ensure the best care for your furry family members. We do not charge hefty fees during peak times as we strive to maintain affordable year-round rates. All our overnight dog boarding rates include doggy daycare at **no additional cost** to you with up to 29 hours of fully supervised care. We also offer the convenience of being open on Sundays and most major holidays.

It is highly recommended you schedule your boarding well in advance to ensure space is available as we typically reach maximum capacity weeks in advance for federal holidays and peak times. Due to high demand of boarding services, and an increasing number of no-shows and last-minute cancellations, we have been forced to implement a strict reservation and cancellation policy.

We value our relationship with you and will be as flexible as possible, but we also have a business to run. When our facilities are booked to their limit, we must often disappoint our clients by turning away business. Seldom are we able to fill a



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space when a reservation is cancelled within days of check-in. These minimum cancellation periods allow us time to offer your booked space to another client. We appreciate your understanding regarding the necessity of this policy.

For full transparency, we do not accept cancellations over the phone – **all cancellation requests must be made through our Gingr Portal**. Our policies are firm. Please note the policies for non-holiday/non-peak and holiday/peak boarding.

***All pricing and policies are subject to change without notice.**

For ALL StayCare Boarding:

- 🐾 Check-in begins at 7am and check-out is **before** 12pm (noon) on the day of pick-up.
- 🐾 Late Fees: 12:01pm-2pm \$8 per hour. After 2pm you will be charged a full day of PlayCare **in addition to** your StayCare reservation. See full list of fees below.
- 🐾 If you wish to extend your boarding reservation, you must call us prior to 12 noon on the day of pick-up and must be confirmed by a system notice in Gingr.
- 🐾 **We do not offer refunds for early return.** You pay for the boarding that you have reserved as we must schedule and pay employees based on those reservations. We understand emergency situations may arise and we will try to work with you. Emergency determination may result in a credit on account solely at the discretion of The FurKids Club.
- 🐾 New customers who cancel the first scheduled reservation, or existing customers who cancel more than two times in a 12-month period may not be eligible for future stays.

StayCare: (Boarding) Non-Federal Holiday/Non-Peak Times:

- 🐾 A **50% deposit is required** at the time of booking a reservation. **A credit card is required to be on file.** Deposits are required to secure your reservation. Reservations may be cancelled or turned away for unpaid deposits.
- 🐾 Payment for the **balance** of the booked boarding service **will be collected 7 days** from the scheduled drop-off date.
- 🐾 If the reservation is booked within 7 days of the boarding stay, payment will be required in full upon reserving.
- 🐾 Reservations cancelled more than 7 days prior to your scheduled drop-off date will receive credit on account less a \$10 cancellation fee.
- 🐾 Reservations cancelled within 7 days of your scheduled drop-off date will result in a loss of initial deposit. The remaining balance will be applied as account credit for future use. Account credit expires 6 months from the date of cancellation.
- 🐾 Cancellations 24 hours or less, or no-shows, will be charged for the entirety of the boarding reservation. **No refunds or credits will be applied.**
- 🐾 Changes to an existing reservation will be accepted based on capacity, and an additional deposit may be required.

StayCare: (boarding) Federal Holiday/Peak Times:

- 🐾 A **2-night minimum stay is required** at holiday/peak time.
- 🐾 A **70% deposit will be collected** at the time of booking your boarding reservation.
- 🐾 Payment for the **balance** of the booked boarding service will be **collected 14 days** from the scheduled drop-off.
- 🐾 Reservations cancelled more than 14 days prior to your scheduled drop-off date will receive your deposit in the form of credit to your account for future use. Your credit is good for up to 6 months from the date of cancellation.
- 🐾 If the holiday reservation is requested within 14 days of the boarding stay, payment is required in full if accepted based on capacity.
- 🐾 Cancellations within 14 days of your scheduled drop-off date will result in loss of initial deposit. The remaining balance will be applied as account credit for future use. Account credit expires 6 months from the date of cancellation.



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- 🐾 Cancellations 48 hours or less, or no-shows, will be charged for the entirety of the boarding reservation. **No refunds or credits will be applied.**
- 🐾 Reservations may be cancelled or turned away for unpaid deposits.
- 🐾 Changes to an existing reservation will be accepted if space is available and may require an additional deposit.
- 🐾 **Walk-in StayCare reservations will not be accepted.**

Peak Times/Federal Holidays Observed:

2020

- 🐾 Memorial Day: May 22-26
- 🐾 Independence Day: July 2-6
- 🐾 Labor Day: September 4-7
- 🐾 Columbus Day: October 8-12
- 🐾 Halloween: October 29-November 2
- 🐾 Veteran's Day: November 11
- 🐾 Thanksgiving: November 23-30
- 🐾 Winter Break/Holidays: December 14-January 5

2021

- 🐾 Mid-Winter Break: February 12-16
- 🐾 Spring Break/Easter: March 26-April 5
- 🐾 Memorial Day: May 27-31
- 🐾 Independence Day: July 2-5
- 🐾 Labor Day: September 2-7
- 🐾 Columbus Day: October 8-11
- 🐾 Veteran's Day: November 11-14
- 🐾 Thanksgiving: November 22-29
- 🐾 Winter Break/Holidays: December 16-January 4

PlayCare and StayCare Late Pick-Up Policy Recap

PlayCare

- 🐾 Drop-off begins at 7am and pick-up is before 7pm for a full day of PlayCare.
- 🐾 PlayCare is any block up to 5 hours between 7am and 7pm. Late pick-ups for half-day reservations will automatically convert to a full-day price.
- 🐾 Late pick-up between 7:01pm-7:30pm **must be pre-arranged** by 6:30pm and incurs a \$15 additional fee.
- 🐾 At 7:30pm, if you have not arrived, **regular boarding charges will be added**, and you may pick up your dog(s) the following morning **before 12 noon** to avoid additional late fees.
- 🐾 If you do not contact us to arrange late pick-up and do not arrive by 7:15pm, you will **incur a \$15 fee in addition to regular boarding charges.**

StayCare

- 🐾 Check-in begins at 7:00am and check-out is before 12:00pm on day of pick-up.
- 🐾 Late Fees: 12:01-2pm \$8 per hour. After 2pm you will be charged a full day of PlayCare in addition to your StayCare reservation.
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