

Veterinary Refund Policy:

In the event that a boarder is picked up earlier than expected, or a reservation is paid for and then canceled, a refund will be given for the number of days and the services that were not used. The refund will be given within one business day of when the pet was picked up.

Refunds will also be given for day camp or grooming, provided that no services were performed. There are no charges for a canceled reservation, but we greatly appreciate it if notice is given at least two days ahead of time.

If a Member wishes to cancel a Wellness Plan within 4 hospital working days of startup, the membership fee and any other fees paid are refundable, less the non-discounted retail value of any and all services/products provided.