

Riverwood Kennels, Inc.
7116 Ridgeway Road
Franklin, GA 30217
Phone: 678-727-8188
info@riverwoodkennels.com

CANCELLATION POLICY

Our boarding facility has a limited number of kennels, and during peak times we often book to full capacity. Because of this, last-minute cancellations and changes can prevent other clients from securing care for their pets.

If you need to cancel, reschedule, or make changes to your reservation, we ask that you please notify us as soon as possible. Advance notice allows us to offer the space to another client and helps us continue providing consistent, high-quality care. We truly appreciate your understanding and cooperation. If you have any questions about your reservation or our policies, we're always happy to help. Thank you for trusting us with your pet's care.

This policy applies only during peak boarding periods*, which include:

MEMORIAL DAY - LABOR DAY

SPRING BREAK WEEK

THANKSGIVING WEEK

CHRISTMAS/NEW YEARS WEEK

**Peak dates may vary slightly each year and are posted at the kennel.*

A valid credit card is required to be kept on file for all reservations during peak times. By booking a reservation during peak periods, as defined below, you authorize us to charge this card for any applicable cancellation or reservation change fees described below. If you are uncomfortable with providing a card number to be kept on file, a pre-payment of the entire stay will be required prior to your booking.

Cancellation Fee Schedule

ONE WEEK IN ADVANCE OF SCHEDULED DROP OFF DATE (7 DAYS) = NO FEE

WITHIN ONE WEEK OF SCHEDULED DROP OFF DATE (LESS THAN 7 DAYS) = 25% OF TOTAL STAY

ON THE DAY OF THE SCHEDULED DROP OFF = 50% OF TOTAL STAY

NO NOTICE NO SHOW = 100% OF TOTAL STAY

Reservation Changes & Early Pickups

During peak periods, kennel space is reserved specifically for your pet for the entire length of the stay. Because we may have turned away other reservations once we reach capacity, early pick-ups will still be charged for the full originally reserved stay.

We will always reach out to you at least one week prior to your reservation to confirm; however it is your responsibility to contact us in order to cancel, regardless if we reach out to confirm or not. By making a reservation during peak periods, you acknowledge and agree to the terms of this cancellation policy.

Owner

Riverwood Kennels, Inc.

(Sign Name)

(Sign Name)

(Print Name)

(Print Name, Title)