

QK Deposit & Cancellation Policies

BOARDING RESERVATIONS

Deposits for Boarding Reservations:

To secure your reservation for boarding-only services, a current credit card number must always be kept on file. Reservations are accepted on a first-come, first-serve basis, and we recommend making reservations well in advance to ensure availability. If your request is placed on a waitlist, a deposit will not be charged until the reservation is confirmed.

- A fifty percent (50%) of the total cost of boarding as a non-refundable deposit **at the time of booking, or, if requested through the online owners' portal, at the time of acceptance.** All rates are subject to change at any time. Bookings that are requested, or waitlisted and will not be charged deposit until confirmed by owner or QK.
- The remaining balance is due on the day your pet arrives.
- Any additional or incidental charges will be settled upon departure.

Date Changes for Boarding Reservations

- Changes to the ARRIVAL date are requested at least 3 days prior to the first scheduled day, subject to availability.
- Changes to the DEPARTURE date are requested at least 3 days prior to the last scheduled day, subject to availability.

For Peak & Holiday Dates if your reservation changes are made with less than 24 hours' notice, you may still be responsible for the entire reserved time, and NO refunds will be issued.

Cancellation of Boarding Reservations

In the event of a cancellation, your deposit will be applied as a credit for future stays, services, or product purchase. NO refunds will be issued.

Peak & Holiday Dates:

- 10 days or more prior to scheduled arrival: Deposit shall be applied as credit to future services or stay. NO refunds will be issued.
- Less than 10 days prior to scheduled arrival: Entire deposit is forfeited. NO refunds will be issued.
- Less than 72 hours prior to scheduled arrival: Entire deposit is forfeited. NO refunds will be issued. \$75 Cancellation Fee will be charged.



Off Peak Dates:

- 5 days or more prior to scheduled arrival: Deposit shall be credited to future services or stay. NO refunds will be issued.
- Less than 5 days prior to scheduled arrival: Entire deposit is forfeited. NO refunds will be issued.
- Less than 72 hours prior to scheduled arrival: Entire deposit is forfeited. NO refunds will be issued. \$75 Cancellation Fee will be charged.

For Peak & Holiday Dates if your reservation is canceled with less than 24 hours' notice, you will still be responsible for the entire reserved time, and NO refunds will be issued.

No Show of Boarding Reservations:

In the event of a No Show, the entire deposit is forfeited, you are responsible for the entire stay and your credit card on file will be charged.

TRAINING PROGRAMS RESERVATIONS

Deposits for Training Programs (Board and Train Packages):

To reserve a spot for our Training Programs, a current credit card number must always be kept on file. Training Programs Enrollment is based on an Application Acceptance process approximately 6 weeks prior to the start of the Training Program Session. If your application is placed on a waitlist, a deposit will not be charged until the Enrollment is confirmed.

- A 50% non-refundable deposit is required within 5 business days of your Acceptance Notification via email.
- The remaining balance is due on the day your pet arrives.
- Any additional and incidental charges will be settled upon departure.

All deposits for Training Programs are strictly non-refundable.

Cancellation or Postponement of Training Programs (Board & Train Packages):

- Cancellations or Postponements made 14 or more days before the Training Program Start Date will forfeit 50% of deposit, and the remaining 50% of deposit will be applied as a credit for future stays, services, or product purchase and NO refunds will be issued.
- Cancellations or Postponements made less than 13 days before the Training Program Session Start Date result in the forfeiture of the entire original deposit, NO refunds, and a new deposit is required to reschedule.



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Vita Plena Day Program

- The Vita Plena Day Program is 7am – 5:45pm, with active program time from approximately 9:00am-3:00pm. If your dog arrives late or leaves early, they may not receive all the components.
- Monthly Packages are auto-renewed, due and payable 30 days in advance.
- If your dog is absent from the day(s) scheduled, there is no credit or refund.

PRIVATE LESSONS & ZOOM LESSONS

- A current credit card number must always be kept on file.
- A minimum 24-hour notice is required for all changes to scheduled Private or Zoom Lessons.
- Rescheduling or cancellations made no later than 24 hours of the lesson start time will incur no charge.
- Your private lesson is scheduled to commence at the designated time. You are responsible for the hourly fee regardless of your arrival time should you arrive late. We kindly request your punctuality, as it may not be possible to extend the lesson should you arrive late.
- Late cancellations and “No Shows” will be charged at the normal rate, with no refunds.

Please feel free to reach out if you have any questions or need further clarification on our policies. Your understanding and compliance with these policies are greatly appreciated. Deposit & Cancellations are further detailed in the Boarding, Training, Services Agreement.



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