



## After hours pick up and check-in policy

We know your schedule can be challenging at times. We hope to make it as easy as possible for you to drop off or pick up your pet at your convenience.

### **Check-in:**

Currently, drop off for boarding is permitted anytime during the first day, although after 3:00 is preferred. Just like a hotel for people, we sanitize suites between Fido's check-out and Spot's check-in. Bringing your pet in the afternoon helps ensure that we have ample time to do this.

### **Check-out time for boarding: 1 p.m.**

Depending on our occupancy that day, we are happy to automatically enroll pets not picked up by 1 p.m. in a half day of day care. However, this may not always be possible on the busiest days. Half days are \$14.00 for the first pet and \$7.00 for additional pets.

### **Need to check your pet in a little early?**

Our lobby opens at 7a.m. but early drop off between 5 and 7 a.m. is available by reservation. Your pet will be accepted at the front door, and your check-in process completed after 7 a.m. by telephone. The charge for this early drop off is \$12.00

### **Need to pick up your pet a little late?**

Our lobby closes weeknights at 7 p.m. and Sat & Sun at 5 p.m. We cannot process your payment after the lobby closes. However, a pick-up can be scheduled and paid for in advance. The late pick up fee for this time period is \$12.00. To schedule a late pick up, you must have your credit card on file with us.

### **Extra late pick up between 9 pm and 5 am:**

This extra late pick up fee is \$35. Because a manager must be scheduled to accommodate your pet during those hours, this fee is refundable only with 48 hours notice. This must be scheduled in advance and you must have your credit card on file with us.

### **What if you need to board your pet due to an emergency?**

We gladly offer anytime drop off for those times in life when you require immediate, unexpected pet care. If it is after lobby hours, call our emergency line. Your pet will be accepted at the entrance of our facility and our front desk staff will call you to complete the check-in process by telephone when our lobby opens. This late night drop off fee is \$35.00.

As our business continues to grow, we may need to adjust check-in and check-out times. We promise to do our best to keep our customers aware of all current policies and accommodate your schedule with as much flexibility on our part as possible.

### **Holiday Deposits:**

For all Holiday reservations we require a deposit to secure your space. Deposits are equivalent to one night's stay and are applied to your total at the end of your visit. If you need to cancel your reservation, we can accommodate your needs and your deposit will be refunded all the way up to 10 days out from your reservation. However, if you have to cancel within those 10 days, your deposit will be forfeit.

*Please remember – if your pet is scheduled for a bath, we do those at the very end of your pet's stay so that they are fresh and ready and have all the playtime we can give them. If your pick up time changes, please let us know in advance so that we can make sure your pet is ready to pick up when you arrive.*

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