



New Cancellation Policy

For the past 16 years Passage East has operated on the honor system and has not imposed a cancellation penalty on our customers. As a result, we have had to turn families away because of lack of available space, and then come to find that we could have accommodated them all along, because of late cancellations.

Now that the State Board of Education has mandated a uniform school calendar we are forced to make a change. Since our customers will no longer have staggered vacation schedules our busy times will become even busier. More than ever, we absolutely need to know if reservations are valid. Our new deposit policy is a fair one and driven from the fact that our customers depend on us to provide advance, guaranteed reservations before they can finalize their family vacation or business travel plans.

Effective immediately, for all peak boarding reservations Passage East requires a 20% deposit by credit card at the time of reservation. A 2-night minimum stay is required during peak periods. A peak reservation is considered 3 days before and 3 days after federal holidays, school vacations and the months of July and August. For non-peak reservations lasting 5 nights or more a \$100 deposit at time of reservation is required.

We realize that plans do change, and wish to accommodate all of our customer's needs. So, a full refund of the deposit is provided upon 96 hours (4 days) advance cancellation notice for peak reservations. If we do not receive advance cancellation notice within 4 days you will be charged the 20% deposit. If you fail to cancel and keep your peak reservation the credit card on file will be charged for the reservation in its entirety.

A full refund of the deposit is provided upon 24 hours for non-peak reservations. Failure to cancel within 24 hours and/or keep any non-peak reservation lasting 5 nights or more will be charged the \$100 deposit.

All pricing and policies are subject to change without notice.

I understand and agree to the cancellation policy above.

Print Name

Signature

Date

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Credit Card Authorization

I _____ authorize Passage East, LLC to charge my credit card for all services rendered. In addition, I authorize Passage East, LLC to charge my credit card for cancellation of any service not honoring the cancellation policy as stated on their website (www.passageeastkennels.com). I guarantee payment for any service with my credit card, including renewed cards. I understand that my information will be securely stored for future transactions on my account. A \$35 return charge fee will be due for non-payment of card.

Card Type: American Express

Mastercard

Visa

Discover

Card number: _____ Expiration: ___/___

Security Code: _____

Name as it appears on card _____

Address (where CC bills are sent) _____

Authorized Signature of cardholder

___/___/___

Date

Printed name of cardholder