

JPS vacation cancellation policy:

Because of our size, cancellations affect our pet business significantly. For any vacation cancellation or change of dates, we must receive 10 days notice prior to your booking/arrival date for a refund of your deposit, less a \$25 rebooking fee. If any full or partial cancellation is made within 10 days, regardless of the reason, your deposit will be non-refundable.

If any change of dates (including shortening a reservation) is requested within 7 days*, regardless of the reason, a one-time change is permitted, subject to availability and minimum booking restrictions. There is a \$75 fee for this change and your deposit becomes non-refundable. As of the date of booking, a shortened reservation will be responsible for the full cost of the original reservation.

No credit or refund of payment is available if the pet parent cancels any reservation during a Holiday.

No exceptions.

JPS list of annual holidays:

(Peak season and holiday surcharges are available upon initial quote. Three days before and three days after a holiday are subject to surcharging)

New Year's Day
Valentine's Day
Presidents Day
Mardi Gras
St. Patrick's Day
Good Friday
Easter
Easter Monday
Cinco de Mayo
Mother's Day
Memorial Day
Father's Day
Independence Day
Labor Day
Columbus Day
Halloween
Veterans' Day
Thanksgiving
Black Friday
Christmas Eve
Christmas Day
New Year's Eve