

CAMP BOW WOW – Frederick, Maryland

Standard Policies on Deposits / Use of Purchased Days

Effective January 1, 2025

STANDARD RESERVATION / DEPOSIT POLICY

From time-to-time Camp Bow Wow may require a deposit for a reservation. The following terms and conditions govern how we handle reservations and deposits:

1. A 50% deposit of your entire reservation amount may be collected at the time you make your reservation.
2. A reservation request is not a confirmed reservation until your deposit has been placed.
3. If you cancel at least **48 HOURS (72 HOURS** for Holiday Reservations – click here for list of Holidays) before your boarding or grooming reservation, you will receive an account credit or a full refund of your deposit.
4. Your deposit will be nonrefundable and forfeited if you fail to check in or cancel your visit without providing us with at least 48 hours' (72 Hours for Holidays) notice of cancelation before your scheduled reservation.
5. Nonrefundable / forfeited deposits may not be used for other services and will be retained by the company to cover the cost of the lost reservation.
6. When you drop your dog off with us, we will collect payment for any balance due for the boarding service.
7. We do not offer refunds or account credits for early pick-up.
8. All pricing and policies are subject to change without notice.
9. Please see other specific terms for Boarding, Grooming and Daycare services. The policy above is to explain how we handle deposits.

MULTI-DAY PACKAGES – EXPIRATION POLICY

From time to time, Camp Bow Wow may sell packages of multiple-day services, and in some cases, the more days you purchase, the more discount is applied to the purchase price of the multi-day packages. The days you purchase, however, may have certain expiration dates that require you to use the days purchased within a specific period of time. Accordingly, the following terms and conditions address when / how your purchased days may expire.

Day Care Packages.

1. All purchased days for Day Care Packages must be used within ONE (1) YEAR of purchase, or they expire. The one-year anniversary date of the date of purchase for the packages will be used as the expiration date

2. Unused days that expire may not be used for other services.
3. Any deposits for reservations shall be subject to the Camp Bow Wow standard deposit terms set forth above.
4. *We generally will not send out notices advising you of any applicable expiration date, so we encourage our customers to track this on their own or timely use the purchased days before the expiration date. You may track your unused days/credits via your account online.*

GIFT CERTIFICATE POLICY / CASH CREDIT POLICY

Effective January 1, 2025

At Camp Bow Wow – Frederick (the “Company”), we may from time to time offer Gift Certificates for our dog boarding, grooming, and daycare services to provide flexibility and convenience to our customers. The Company has adopted the policy outlined below to comply with Federal and State laws and ensure a transparent and fair experience when purchasing and using our Gift Certificates:

1. VALIDITY PERIOD:

- a. All Gift Certificates are valid for FIVE (5) years from the date of purchase.
- b. No fees or deductions will be applied to the gift certificate balance during this period.
- c. After the 5-year period, Gift Certificates shall automatically expire worthless. **YOU MUST USE YOUR GIFT CERTIFICATE WITHIN 5 YEARS OR THE GIFT CERTIFICATE IS NO LONGER VALID.**

2. NON-REFUNDABLE NATURE:

- a. Once sold, Gift Certificates are non-refundable and may not be converted to cash.

3. USE / HOW TO REDEEM:

- a. Gift Certificates sold by the Company are only redeemable at Camp Bow-Wow of Frederick.
- b. Gift Certificates are NOT redeemable at other Camp Bow-Wow locations, nor is it the policy of the Company to accept Gift Certificates from other Camp Bow-Wow locations.
- c. Gift Certificates are only redeemable into services and at the Company’s rates for services in effect at the time of redemption.

4. AFTER EXPIRATION:

- a. If any balance remains on the Gift Certificate after the initial five-year validity period, it will expire worthless.
- b. The Company will NOT provide you notice of an expiring Gift Certificate – you must keep track of this on your own.

5. **LOST / STOLEN GIFT CERTIFICATES:**

- a. The Company may replace lost, stolen, or damaged gift certificates at its discretion, provided proof of purchase is presented.
- b. Replacement fees may apply (subject to applicable law).

6. **CUSTOMER SUPPORT:**

- a. For inquiries regarding gift certificates, including balance checks and redemption procedures, please contact us at Camp Bow-Wow of Frederick – see our website for contact information.

7. **DISCLOSURE OF GIFT CERTIFICATE TERMS:**

- a. This Gift Certificate Policy shall be deemed the *Disclosure of Terms* under Federal and State Law since Gift Certificates are issued as a direct credit on an account OR on cards, and it is impractical to have the required disclosure of terms on the card.
- b. This policy is meant to comply with both Maryland and Federal law relating to gift certificates and is subject to change by the Company at any time.

Cash Credit Policy:

From time to time a customer may receive a “cash” credit on their account because of a refund of services and/or if a customer elects to have a *refundable* deposit kept on their account (instead of refunded to them). If a customer receives a cash-credit on their account, then such cash credit will be treated in the same manner as a Gift Certificate in that the cash-credit will remain a viable credit on the customer’s account for a period of 5-years from the date the credit is applied to the account. After 5-years the credit will be deemed null and void. Cash-credits will be subject to all of the same terms and conditions set forth above for Gift Certificates.

Please note: A cash credit is for REFUNDABLE DEPOSITS AND NOT NON-REFUNDABLE DEPOSITS. NON-REFUNDABLE DEPOSITS ARE NOT CASH CREDITS AND ARE SUBJECT TO THE COMPANY’ DEPOSIT / RESERVATION POLICY.