

Our cancellation policy:

Because of our size, cancellations affect our pet business significantly. For any cancellation or change of dates, we must receive 14 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 14 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 the reservation during a Holiday in the U.S.

No exceptions.

JPS list of holidays:

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

January 1	New Year's Day
January 21	MLK Day
February 2	Groundhog Day
February 12	Lincoln's Birthday
February 14	Valentine's Day
February 18	Presidents Day
March 5	Mardi Gras
March 17	St. Patrick's Day
April 19	Good Friday
April 21	Easter
April 22	Easter Monday
May 5	Cinco de Mayo
May 12	Mother's Day
May 18	Armed Forces Day
May 27	Memorial Day
June 16	Father's Day
July 4	Independence Day
September 2	Labor Day
October 14	Columbus Day
October 19	Sweetest Day
October 31	Halloween
November 11	Veterans' Day

November 28	Thanksgiving
November 29	Black Friday
December 24	Christmas Eve
December 25	Christmas Day
December 31	New Year's Eve

Travel Insurance:

We realize that cancellations are often beyond your personal control. For this reason we recommend purchasing travel insurance for peace of mind. JPS will be happy to supply your travel insurance company with any needed documentation regarding our policy and your reservation.