

Lucky Pawz Late Pick Up Policy

Notice to all customers:

While we understand that everyone has unforeseen circumstances that may cause late pick-up, please respect our staff members time.

Lucky Pawz staff members go off duty at 6:00pm Monday-Friday, and at 5pm on Saturday evenings. (Official time kept at Lucky Pawz lobby)

A late fee of **\$5** will be added to daycare charges for dogs picked up between **6:01-6:15pm**.

An emergency boarding fee of \$41 will be added to daycare charges for any dog(s) not picked up by 6:15pm Monday-Thursday.*

An emergency boarding fee of \$55 will be added to daycare charges for any dog(s) not picked up by 6:15pm on Friday evenings.*

Dog(s) left past **6:15pm** will available to be picked up during regular business hours the following morning.

If you determine you need overnight care you will need to call **before 5:30pm, during the week days and before 4:30pm on Saturdays**, to change a daycare reservation to a boarding reservation without the late fee added – **if space is available**.

Lucky Pawz staff members go off duty at 5:00pm on Saturday evenings. (Official time kept at Lucky Pawz lobby)

A late fee of **\$5** will be added to daycare charges for dogs picked up between **5:01-5:15pm**.

A late boarding fee of \$55 will be added to daycare charges for any dog not picked up by 5:15pm.

Dogs left past **5:15pm** will be available to be picked up during the regular business hours the following morning.

If you determine you need overnight care you will need to call **before 4:30pm**, to change a daycare reservation to a boarding reservation without the late fee added – **if space is available**.

No late pick-ups will be allowed during Sunday drop-off & pick-up times.

Any dog(s) not picked up by **7:00pm** on Sundays will be charged **\$41 per dog** for an additional night of boarding. Dog(s) will be available for pick-up during regular business hours the following morning.

Thank you for understanding,
- Lucky Pawz Management