

## BOARDING RESERVATION POLICIES

To better accommodate all of our furry guests, the following requirements will be enforced for all Holiday Periods & Summer Season weekends listed at the bottom of this document: (Annual Dates will follow the Howard County Public School System Calendar)

A minimum 3-night stay for Holiday Periods & A minimum 2-night stay for Summer Season Weekends are required. Campers who check out early, will be charged at least the minimum stay. Reservation requests for less than the minimum requirements will be placed on our waitlist and accommodated only if we have a single night vacancy.

A Seasonal Surcharge of \$5 per night, per pup, will be added to the current boarding price for all Holiday Periods & Summer Season Weekends.

Holidays Periods are considered 3 days before through 3 days after the actual holiday date.

Summer Season Weekends will apply to any summer reservation including a Friday or Saturday during the dates defined below.

All boarding reservation requests received for dates including any Holiday Period or Summer Season weekend will be added to our waitlist until a non-refundable deposit is received for each Camper on the reservation. The non-refundable deposit per Camper must be equal to at least 2 nights of the current listed Boarding rate. Clients will have one week from the date the reservation is requested to pay the non-refundable deposit or may risk losing their waitlist. A reservation is not considered confirmed and/or guaranteed until the Primary Contact on the Camper's account has received an email or text confirmation from Camp. Camp will send at least 1 email, 1 text & 1 phone call request for deposit payment. We highly recommend having a credit card on file in your account to process deposit payments.

Deposits are non-refundable.

Reservations cancelled sooner than the 5th day before confirmed check-in date will receive an in-house account credit equal to the deposit paid, that can be used for any future Camp Services.

Reservations cancelled after the 5th day before confirmed check-in date will receive an in-house account credit equal to 1/2 of the deposit paid, that can be used for any future Camp services. The remaining deposit will be forfeited.

Reservations cancelled less than 48 hours before confirmed check-in date or a no call-no show confirmed reservation will forfeit the entire deposit without any account credit or further notification.

No Call No Shows for any confirmed Boarding reservation, regardless of Holiday Period or Summer Season Weekend, may be required to pay Boarding balance in full before future reservations will be confirmed.

Prior to Boarding, a minimum 1/2 day of Day Care (at listed daily rate) is required for any Camper who has not attended our location in the last 6 months.

Current and established Campers from other Camp Bow Wow locations will be assessed on a case-by-case basis. (Annual Dates will follow the Howard County Public School System Calendar)

NEW YEAR'S  
SPRING BREAK  
MEMORIAL DAY

ALL SUMMER WEEKENDS (FRI-SUN)  
(MEMORIAL DAY THROUGH LABOR DAY  
INDEPENDENCE DAY (JULY 4TH)

LABOR DAY  
THANKSGIVING  
CHRISTMAS

### Effective April 1, 2025, Boarding Check-out time is 11:00 AM.

A fee of \$20 per Camper, will be charged if the check-out day Play Option is requested or if the Camper(s) is not picked up by 11:00 AM on their scheduled check-out day.

Check-out time applies to all boarding reservations regardless of Holiday Periods & Summer Season Weekends.

**We will waive the check-out day Play Option fee for Campers who have a scheduled Bath or Full-Service Groom on check out day.**

## DISCOUNT POLICIES

All discounts offered apply to single day purchases of full or half day Day Care & Overnight Boarding rates. Current, unexpired proper ID must be shown and mentioned at check in or out to receive discount. We are unable to refund or credit discounts once payment has been processed. Our system does not automatically apply discounts on each transaction.

Current eligible careers for the standard 10% discount include: Military active or retired, First Responders, Public Service & Education ISD/Public School System employees & Senior Citizens at least 65 years of age.

Discounts do not apply to any Full-Service Grooming, Bathing, Enrichment Services, Seasonal Surcharges, or Extended check out fees.

No Double Dipping: Discounts cannot be combined with any other offers or discounts (i.e. multi-dog discounts, packages, in-house specials, memberships etc.) We will make every effort to apply the most advantageous discount to you on each reservation. In some instances, one discount may be more beneficial than the other.

If your company or the company you work for would be interested in partnering with our location for the 401 K-9 Program, please email a request to [jennifer.baird@campbowwow.com](mailto:jennifer.baird@campbowwow.com). De-Tails can be found on the Promotions tab of the Events & Community page of our website [www.campbowwow.com/columbia-md/events-community/promotions/](http://www.campbowwow.com/columbia-md/events-community/promotions/)

## DAY CARE RESERVATION POLICIES

Day Care reservations are not required but are HIGHLY encouraged, especially around Holidays Periods and Summer Season Weekends when our capacity could potentially be reached. For obvious safety reasons, should we reach out capacity limit, we will have no choice but to turn away walk-ins, same day requests or clients without email or text message confirmed reservations.

If your Camper is unable to attend a confirmed reservation for Day Care, please let us know via email, message or phone call, so that we may be able to accommodate other clients.

Day Care is offered Monday through Saturday 6:30am - 7:00pm. We do ask that all Campers be picked up by 6:45 PM so that staff is able to leave the building and allow our overnight Campers to Snooze the Night Away.

Our location currently does not offer Day Care on Sundays or any Major Holidays (New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day or Christmas Day). Should you need care for your pup during the day on a Sunday, that is not a major holiday, please speak directly with the General Manger of the location to see if we are able to accommodate your needs, though we cannot make any guarantees. Otherwise, a confirmed Boarding reservation is the only guarantee that we will be able to accommodate your pup(s). Please know that Sunday play time is very limited and does not operate like the other days of the week. Our Sunday & Major Holiday Schedule is 7:00am - 11:00am & 4:00pm - 7:00pm. Please note that we are closed from 11:00am - 4:00pm, we will not be available for pick-up or drop-off during those times.

Our Play Yard Camper Cams are turned off to parent viewing when our Lobby is closed as that is when our Campers are resting.

We may not be able to provide Lunch for Day Care Campers during the Holiday Periods & Summer Season Weekends. This is due to all of our Cabins being occupied and we are not able to allow Campers to share cabin space for meals.