

Reservation Policies Term and Conditions



No Liability

Glencadia Dog Camp accepts no liability for anything that happens to your dog while boarding or in transit to and from the camp. By making this reservation you are waiving all rights to pursue legal action.

Cancelations

Canceled reservations are entitled either to a credit for future reservations at Glencadia or cash (refunded money). Credits: A cancelation received 48 hours or more prior to the start day of the reservation is entitled to 100% credit of all charges including the reservation fee. A reservation canceled within 48 hours of the day the reservation starts is entitled to 100% credit for the cost of the reservation, minus the reservation fee. Credits are processed instantly. Cash refund: A cancelation received more than 48 hours prior to the start day of the reservation will receive 100% refund in cash, minus the reservation fee which is not refunded. A cancelation received less than 48 hours before the start day of the reservation will receive a refund of 90% of the amount bill, also less the reservation fee. There may be a delay of up to 48 hours to authorize and process after receipt of the cancelation request for the funds to return to the customer according to the method of payment chosen by the customer. Additional delays may occur due to processing issues on the part of the customer's financial institution chosen to handle payments. Credits are converted to cash at 90%. Cash refunds are exclusively returned to the account used for payment.

Terms and Conditions

If any action at law or in equity is necessary to enforce or interpret the terms of the agreement, the venue for any proceeding is Columbia County, New York and the prevailing party shall be entitled to reasonable attorney fees, costs, and reimbursement in addition to any other relief such party may be entitled. The standard of gross negligence is defined as willful, wanton, and reckless conduct affecting the life or property or another.

Vaccines

All dogs must have current rabies and Bordetella (kennel cough). Distemper and canine influenza are recommended.

Changes to Reservation

If you extend your reservation after your dog is already at camp, the rate of stay will be calculated as if the extra days were a new reservation (without a reservation fee). If you shorten your reservation while your dog is at camp, there are no refunds, and the amount due is as per the original booking.

Medicine

If you give me medicine, please try to give us only as much as your dog will need while at camp. There is a per-reservation fee for medicine. Clearly label the container with the name of the medicine, the name of the dog, and the instructions for giving the medicine. You should also put this information into your reservation in the comments field. Please read and understand [this blog post](#). Dogs at Glencadia may be treated as per manufacturer instructions with ivermectin (the active ingredient in Heartguard), permethrin (the active ingredient in FrontLine/Advantage), fenbendazole (the active ingredient in Panacur), and Benadryl or equivalent as needed.

Dog Food

You should not send your own dog food. See glencadia.com/dogfood. Please do not send your dog with dog food unless you have a confirmed and serious medical reason.

Dog Stuff

Please do not send harnesses, choke or metal collars, bowls, or any other dog gear you would like returned. We have everything we need in terms of dog supplies and do not have a system for tracking and returning customer items. Do not send us stuff and then ask for it back.

Vet Bills

Customer is responsible for vet bills regardless of the cause of the vet visit unless Glencadia Boarding Insurance policy is in effect.

Privacy

We do not sell or otherwise monetize our database or your information.

No Aggressive Dogs

Routinely or habitually aggressive dogs are not allowed at Glencadia Dog Camp. If your dog has aggression issues, you must tell us about his or her behavioral issues.

Payments are Final

All credit card charges, other forms of electronic payments, checks, and cash are final payments; there can be no chargebacks through the mechanism of any credit card or other electronic transaction gateway. This agreement means internal charge dispute procedures of financial institutions do not pertain. A dispute regarding payments may only be settled as per the conditions above consistent with Columbia County and New York State as determined in a court of law.

Emergency Release

By reserving at Glencadia you are authorizing Glencadia staff to make decisions about medical care, including authorizing a light sedative or a full anesthetic as deemed necessary by a Glencadia representative and licensed veterinarian.

Voice Recall

Dogs must be trained to generally come to their owners (if not other people as well) when called. No likely escape artists are allowed.

Scheduled Van Terms

If you are using our scheduled low cost or free dog delivery van (usually Monday/Thursday), you must confirm receipt of your ETA by text. Sidewalk pick-up/delivery is included with the free van delivery option. Times are estimates. A responsible person who understands the assignment must be within 5 minutes of where the dog is one hour before and after the ETA in the confirmation text with a monitored, text-enabled phone ready to meet the van at the curb/sidewalk within a few minutes of the van's arrival at a pullover spot close to the designated address in the confirmation text. See glencadia.com/thefreevan/

Emergency Vet Care

In the event of an emergency, should we not be able to contact you immediately, you, the owner hereby authorize Glencadia personnel to make medical decisions until we can be in communication.

Social Boarding

The philosophy of this model of dog boarding is that the benefits of a social setting and open space outweigh the increased risk of a fight.

Dog Photography

Images of all dogs at camp are regularly posted online and freely shared. Glencadia owns the copyright to photos taken by our staff and unless otherwise agreed, dog owners agree to give us permission to take and share videos and photos of all dogs.

Name of the dog owner:

Signature of owner/customer:

Email of dog owner: