**How to request a reservation in your client portal** (current clients only)

Log into your client portal -> go to the schedule tab in the menu on the left.

Click the blue “+Request” button in the upper right of the screen

When the schedule box open, select the date range you’d like to reserve

Ignore the repeat section and leave it set on “daily”

Trip/Travel Information- click where it says “N/A” to select “New Trip” and add your travel itinerary including your ideal drop off & pick up times for boarding. This information is very helpful for me to have, thank you ahead of time =)

Double check that your dogs’ names have blue check marks

Under service, select “Boarding” and the time frame you should choose is “Boarding Time Block”. I will personally update the first and last day with the times you’ve provided in your trip details.

Make sure you scroll down and press the blue “Submit” button. Your reservation will be confirmed within 48 hours and you will receive a confirmation email. If you don’t receive this confirmation email, please text me to inquire.

**Payments**

All boarding reservations require a 25% non-refundable deposit to hold the reservation. This will automatically be processed to the credit card on file in your client portal.

The balance of your invoice will be processed 14 days before your dog’s arrival. Be sure to communicate any travel changes prior to this final payment. No credits or refunds will be given once this final payment is made.