Noble Haven Pet Care

Policies & FAQs

Please read this before booking. It explains how we charge, how we care for your pet, and what to expect during a stay - so there are no surprises for you or your pet.

Our Policies

Hours & Communication

We are open Monday through Saturday, 9:00 AM to 7:00 PM. Drop-offs and pickups take place during these hours. We send updates and messages between 9:00 AM and 7:00 PM, so if you reach out in the evening, expect a reply the next morning.

How Boarding Is Charged

Boarding is charged by the night. On pickup day: pick up by 2:00 PM and there is no charge for that day. Pickups between 2:00 PM and 6:00 PM add a half-day charge (half your nightly rate). Pickups after 6:00 PM are charged as one additional night.

Holiday Rates

A holiday surcharge applies to any booking that includes a holiday date: +$10 per night for boarding, +$5 per day for daycare, and +$5 per visit for drop-in visits. Holidays: Thanksgiving (Wed-Sun), Christmas (Dec 23-26), New Year's (Dec 31-Jan 1), Memorial Day weekend, Independence Day (Jul 3-5), and Labor Day weekend.

Booking, Deposits & Cancellations

Booking & payment: A 50% deposit is due at booking to hold your dates, and the balance is due on the first day of service (at drop-off). Bookings that include a holiday date are paid in full at booking.
Cancellations by you: Cancel 7 or more days before a boarding stay - or 48 or more hours before daycare or a drop-in visit - and everything you have paid is refunded in full. Cancel inside that window, and what you have paid becomes a credit toward a future booking, good for 6 months, instead of a cash refund. If you pick your pet up early mid-stay, unused prepaid days become credit, not a refund.
No-shows: If we arrive for a scheduled visit and cannot access your pet, that visit is charged in full.
If we have to cancel: If Noble Haven ever has to cancel a confirmed booking, everything paid for services not provided is refunded in full.
Changes & refunds: Date or time changes are accommodated whenever the schedule allows, at no extra charge, with at least 24 hours' notice. Approved refunds are issued to the original payment method within 5-10 business days.

Feeding - We Keep Your Pet's Routine

We do not change your pet's feeding routine. Your pet is fed their own food, on their usual schedule, in their usual amounts. Please bring enough of their regular food for the entire stay, with feeding instructions if anything is out of the ordinary.

What to Expect During Boarding

A new environment can change a pet's eating habits. Some dogs and cats eat less, skip a meal, or have loose stool during or shortly after a stay. This is a common, temporary response to a new place and new routine - it is not a sign that your pet was fed the wrong food or got into something they should not have.

Flea Prevention - Recommended, At Your Own Risk If Skipped

We strongly recommend that every dog and cat be on a flea prevention medication before their stay. It is not required - but if your pet is not on flea prevention, they stay at your own risk. Walks and outdoor time happen outside, where fleas live in grass and yards, and we cannot control what a pet may pick up outdoors. A flea picked up on a walk has nothing to do with conditions inside our home: our home is kept

clean, monitored, and treated regularly to prevent flea infestation.

After You Book

Once your booking is confirmed, here is what happens next:
- Meet & greets: Want to meet us before you book? A meet & greet for new inquiries costs $20 - and that $20 is applied toward your first booking if you book with us. If you have already booked and paid, your meet & greet is free. Just ask and we will set it up. Since the $20 is credited toward your booking, clients who book with us do not pay anything extra to meet us.
- Our address: For our family's privacy, our street address is shared with you in your booking confirmation once your stay is booked.
- What to bring: Bring the things your pet uses every day - their regular food, food and water bowls, leash, and a blanket or bedding that smells like home. For dogs, a supply of doggy bags is appreciated. For cats, please bring their litter. Familiar items help your pet settle in.

Updates & Add-Ons

Every boarding and daycare stay includes one photo and one text update per day at no charge. Want more of your pet's day?
- Extra photo updates: +$3 per day for two or more photos a day (your daily text update is included automatically).
- Video updates: +$3 per day for two videos a day.
Just let us know when you book and we will add it to your stay.

Life at Noble Haven - What to Expect

Q: What is your main goal for my dog's stay?
A: To keep your dog healthy, safe, clean, and as comfortable as possible while they are boarded. That said, boarding is an adjustment: your dog is out of their routine and does not understand where their pet parent went, so not every dog is happy right away - especially on a first stay. Most settle in once they learn the rhythm of the house.

Q: What does a typical day look like?
A: Breakfast on your dog's own schedule, time to hang out and play in their area and the yard, regular potty breaks and walks during the day, dinner on their schedule, and a calm wind-down in the evening. You will get one photo and one text update from us every day.

Q: Does my dog get free roam of the house?
A: Sometimes, but not all the time. During boarding, dogs mainly stay in a designated safe area of the home. When things are calm and the mix of dogs allows it, they may get supervised time to roam - but with several guests, different routines, and doors opening for drop-offs and pickups, free roam is not always realistic or safe, so it is not guaranteed. Either way, your dog gets plenty of time out for play, potty breaks, walks, and attention throughout the day.

Q: Will my dog's routine be exactly the same as at home?
A: Their feeding routine, yes - their food, their schedule, their amounts. But the day around it will not be identical to home. A different house, different smells, and a different rhythm take some getting used to, and that is normal.

Q: My dog never marks or has accidents at home. Could that happen here?
A: Yes, and it is common. A dog who never marks at home may mark at the sitter's - new territory and other dogs' smells are a different situation for them. The same goes for behavior: a dog with no bad habits at home can act differently in a new place. It does not mean your dog is bad - it is boarding, and we plan for it.

Q: Will my dog be around other dogs?
A: Possibly - other guests may be staying at the same time. Dogs rest in their own safe areas, and any

time together is supervised. A dog who needs space from the group gets it.

How to Book

Visit noblehavenpetcare.com or call 770-668-3922 during business hours (Mon-Sat, 9 AM-7 PM).

By booking a service with Noble Haven Pet Care, you acknowledge that you have read and understand these policies.