

CANCELLATION POLICY

Cancellation policy for vacation clients:

Except for holiday periods, cancellations may be made up to one day in advance of the first scheduled visit with no cancellation fee. Cancellations of less than 24 hours are due in full. Cancellations during holiday periods may be made up to seven (7) days in advance of the first scheduled sit. After that period, a cancellation fee will be charged of 50% the total reservation. Cancellations of less than 48 hours are due in full.

No credits will be given for visits cancelled due to a client's early return home. Clients returning home early will be required to pay for the reserved number of visits.

Cancellation policy for dog walking clients:

For midday dog walking our policy is if you cancel before we arrive, there is no charge. If we arrive for our visit to find you home because you forgot to cancel then we have to charge for that visit.