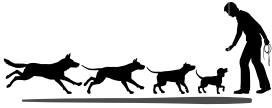


Patch's



Cancellation policy

I am having to introduce a cancellation policy to both the respective day care and boarding services I provide.

Day care

Should you feel the need to cancel your dog(s) for day care and for any reason then I would require 48 hours notice in advance. Anything less than 48 hours notice will then result in the full days fees being chargeable.

Boarding

For new clients and clients who only require my services once or twice a year, especially during the summer months then I would require a 50% non refundable deposit to cover the booking.

For existing clients who book on a regular basis and need to cancel then the following charges will apply:

- Cancellation within 4 weeks of the start of the booking date then 25% of the total booking fee will become payable.
- Cancellation within 2 weeks of the start of the booking date then 50% of the total booking fee will become payable.
- Cancellation within 1 week of the start of the booking date then 100% of the total booking fee will become payable.

These terms are non-negotiable and patch's day care and boarding reserves the right to implement these charges when and if applicable.

The rationale for the policy changes to day care are that during 2019 on 6 separate occasions dogs were cancelled on the morning of entry to day care and so as a result of late cancellations Patch's had lost revenue through no fault of their own.

The rationale for the policy changes to boarding are that during 2019 on 3 separate occasions we had taken very early bookings for boarding late in the year only for the bookings to be cancelled almost last minute. Patch's had guaranteed and confirmed the places at time of booking and then turned other enquiries away throughout the year for the booked weeks due to no spaces being available. Due to the cancellations and not being able to refill spaces Patch's had lost revenue through no fault of their own.

Signature:

Print Name:

Date:

By signing this form this covers Patch's for a calendar year