

Cancellation Policy



ONLY APPLICABLE FOR BOOKINGS CANCELLED BY OWNER NOT BY PAWS AND STAY BOARDING AND DOG SERVICES

Boarding:

Bookings that are cancelled with more than 7 days notice are entitled to a full refund of deposit if applicable and no further fees will be incurred

Booking that are cancelled with 3-7 days notice will be subject to not receive their deposit back and be required to pay a charge of 25% of the total booking cost, deposit deducted from the 25% fee

e.g. a booking of 5 days at £35 per night = Total fee of £175

25% of total = £43.75 - Deposit = £35

Total payable = £8.75

Bookings cancelled with 1-2 days notice will be subject to not receive their deposit back and be required to pay a charge of 50% of the total booking cost, deposit deducted from the 50% fee

e.g. a booking of 5 days at £35 per night = Total fee of £175

50% of total = £87.50 - Deposit = £35

Total payable = £52.50

Bookings that are cancelled within 24 hours of drop off time will be required to pay full amount of booking.

In some circumstances we can rearrange booking to prevent fees being incurred, however this is always subject to availability and never guaranteed. Will need to be discussed as soon as possible.

Walks, Drop in Visits and Daycare:

Walks, Drop ins and Daycare visits can be cancelled up to one hour before time of booking with no fees incurred. If cancelled with less than 1 hour, full charge will be payable

Please Note: For charges that are incurred but unpaid, services will no longer be available to you from Paws and Stay Boarding & Dog Services