

PAWS N TAILS PET SERVICES

SERVICE & CANCELLATION POLICIES

Revised July 2026

These policies allow Paws N Tails Pet Services to reserve time specifically for each client while providing clear and consistent expectations for payment, cancellations, schedule changes, and account credits.

NEW CLIENTS

A \$30 meet-and-greet and registration fee is required for new clients.

WEEKLY DOG WALKS & RECURRING DROP-IN VISITS

Payment: Invoices are sent in advance and payment is due by the Friday before the scheduled week of service.

Cancellations with more than 24 hours' notice: The canceled visit will receive an account credit that may be applied toward future services.

Cancellations with less than 24 hours' notice: The visit will be charged in full and is not eligible for a credit.

Discontinuing recurring service: Clients are asked to provide at least two weeks' notice whenever possible.

VACATION PET CARE BOOKINGS

Payment in full is due within 48 hours after a booking is approved. A booking is not confirmed until payment has been received. Unpaid requests may be canceled and the dates released to another client without further notice.

VACATION CANCELLATIONS

When cancellation is received	Credit issued	Credit expiration
More than 14 days before the first visit	100% account credit	60 days from the original first date of service
8-14 days before the first visit	50% account credit	60 days from the original first date of service
7 days or less before the first visit	No credit or refund	Not applicable

HOLIDAY BOOKINGS

Holiday bookings follow the same cancellation and credit schedule listed above. Because holiday availability is especially limited, early notice is strongly encouraged.

Holiday dates include:

- December 31-January 1, with January 2 included when the calendar requires it
- Good Friday and Easter Sunday
- Memorial Day weekend
- Independence Day and the surrounding weekend when applicable
- Labor Day weekend
- Thanksgiving weekend
- December 23-26

EARLY RETURNS, SHORTENED TRIPS & SCHEDULE CHANGES

No refunds or credits will be issued for early returns, shortened trips, canceled visits, or other schedule changes made within 10 days of the first scheduled visit.

PAWS N TAILS PET SERVICES

Once a booking is paid and confirmed, the dates and visits are reserved exclusively for that client. Paws N Tails Pet Services may decline other requests in order to hold that time, and the reserved space may not be possible to rebook.

Requests to add visits, extend a booking, or move booking dates are subject to availability and any additional charges.

REFUNDS & EXCEPTIONS

Paws N Tails Pet Services provides account credits rather than refunds for eligible cancellations.

A refund may be considered only in extraordinary circumstances, including the death of the only pet scheduled for care. Any exception is approved solely at the discretion of Paws N Tails Pet Services.

ACCOUNT CREDITS

Credits are issued only when a cancellation meets the requirements stated in these policies. Unless otherwise noted in writing, all credits expire 60 days from the original first date of service and have no cash value.

LATE PAYMENTS

A \$10 late fee will be applied to each overdue invoice.

By booking services, the client acknowledges and agrees to these policies.