

Cancellation Policy



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Customers are required to pay a deposit of £50 for the dates they book to board with us. This deposit is non-refundable if a booking is cancelled with less than 4 weeks to board. Our policy states payments should be made in full four weeks before boarding.

The deposit you have paid will be deducted from the overall cost of your Dogs boarding.

If under any circumstance you have to cancel before the four weeks you may ask us to carry over your deposit to your next booking. If you wish to cancel a booking you can do so by calling or emailing the team. If you cancel a booking with more than four weeks notice, then we will refund you the £50 deposit that you paid when making the booking.

We will refund the deposit by the method you used for payment and this will be done as soon as possible within 14 days after the day on which you told us that you wanted to cancel the booking.

A no-show results in lost income.