

Happy Paws booking deposit Terms and conditions

1. When a Deposit is Required

A deposit may be required for (but not exclusive to) the following:

- Health Checks
- Surgical procedures
- Pet vaccines

You will be informed of any required deposit at the time of booking. Standard deposit amounts range from £10 to full price, depending on the service.

2. How to Pay a Deposit

- Deposits must be paid at the time of booking to secure your appointment.
- Payment can be made through a payment link sent via email/text, over the phone or via our website
- Until the deposit is received, the appointment is not confirmed.

3. Application of the Deposit

- Your deposit will be applied to the total cost of your visit or procedure.
- Any remaining balance is payable on the day of the appointment.

4. Cancellation and Refund Policy

- At least 48 hours' written notice is required for cancellations or rescheduling to receive a full refund of your deposit.
- Less than 48 hours' written notice, or non-attendance (no-show), will result in the deposit being non-refundable.

5. Exceptional Circumstances

We understand that emergencies and unforeseen events can happen. If you need to cancel or rearrange at short notice, please contact us as soon as possible. Refunds or credits may be issued at our discretion.

6. Repeat Cancellations or No-Shows

- Clients who cancel at short notice or fail to attend multiple times may be required to pay in full, in advance for all future bookings.
- Persistent non-attendance may result in removal from our client list.

7. Acceptance of Terms

By paying a deposit and booking an appointment, you are agreeing to these terms and conditions. These terms are subject to change and the latest version will be available on our website and in-practice.

Contact Details

Happy Paws Spay-Neuter

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