

Mad Pet Loverz Cancellation Policy:

Company policies: Our cancellation policy is simple and easy. We understand with current times things come up therefore we want to be sure we are able to help you whenever you need us.

Booking:

You must at least book two to three weeks before you need our services, if not there might be an **additional charge**. You book up to 6 months out.

-**When you book with us** you must pay the half when you book with us to hold the booking.

-**Start of pet sitting:** Then when we start sitting, we will receive the other half payment

-**After Pet sitting:** Pay any additional fees afterwards when we finish our services.

Cancellation: If you need to cancel for any reason after you have booked our services you will be billed a \$50 cancellation fee under any circumstance. If you need to cancel for any reason for any holiday booking you will be billed at least a \$100 cancellation fee.

-If you book with us two weeks before you need our services and then you decide to cancel within two weeks (14 days) before you will be refunded minus the cancellation fee

If you cancel LESS than two weeks (14 days) before you booked our services, you will still be charged half of the **full payment**.

If you cancel LESS than a week (7 days) before you booked our services, you will be charged the full payment.

For any drop in visit cancellations: we require at least a \$50 cancellation fee.

COVID Policy: COVID-19: We understand that emergencies happen. If your plans change due to the COVID-19 pandemic, **please submit proof** & we will be able to offer the following discounted cancellation fees.

- If you cancel LESS than two weeks (14 days) before you book our services, you will be charged 50% of the full amount. If you cancel LESS than a week (7 days) before then you will be charged 75% of the full amount.
- Unfortunately, **we are a small business**, and when you book with us and **cancel last-minute**, we are unable to fill that reservation on such short notice with another client.
- It is the same policy as booking at any kennel or doggy daycare business. Thank you for understanding!