## **Cancellation Policy**

## **Cancellations**

* In the event of any cancellation, we adopt a ‘Policy of Fairness’.
* As a small business governed by the restricted numbers of potential customer spaces available under the terms of our licence and the scale of our operation, our latitude for flexibility on cancellation is limited.
* Deposits and Advance Booking Fees are a customer’s way of reserving our services. Advance payments help us to pay our business’ actual costs during a contract.
* If a customer cancels and it’s not SNOOTSfault, we have the right to protect ourselves or we will go bust, but we must take into account what our business is actually losing as a result. Such costs must not be excessive. And of course, cancellation may not be your fault either.
* For Pet Sitting services, your non-refundable booking fee is calculated on 50% of your total booking cost. In the unfortunate event of a cancellation, this booking fee is non-refundable, however there are exceptions.
* No booking is confirmed until a Meet & Greet, a Trial Familiarisation and satisfactory completion of the Service Provider’s Booking Form has taken place.
* However, your rights under The Consumer Rights Act 2015 mean you have a right to cancel a contract and our policy of ‘fairness’ attempts to be fair and transparent to our customers.

### **Cancellation charges**

Please see below.

* The balance of any fees must be paid in full at least 48 hours before the booking period commences.
* Any cancellation must be provided in writing at the earliest opportunity, either by letter or email direct to our physical or email address.
* If a customer cancels a dog walking booking within 48 hours of the booking date, 100% of the booking is due.
* For a dog walking cancellation over 48 hours prior to the start of the booking period, there is no charge.
* For a pet sitting cancellation over 28 days prior to the start of the booking period, fees less the non-refundable booking fee will be refunded, or held over for subsequent bookings, as directed by the customer.
* For a pet sitting cancellation less than 28 days prior to the start of the booking period, 100% of the booking fee is due.
* We will reimburse you using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.

### **Our ‘Policy of Fairness’**

* Not-with-standing the above, SNOOTSwill always treat each customer fairly and transparently.
* We will use our best endeavours to replace your cancelled booking with a new customer. Where we are able to resell your original booking period to another customer, and to reduce or eliminate any losses that SNOOTS might have incurred, we will reimburse you with such monies, less any administration cost.

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### **Insurance**

Please check whether your holiday and household insurance cover you for any unforeseen cancellation of your pet’s visit/services prior to booking.

### **Hospitalisation or death**

In the event of hospitalisation of your pet or yourself/immediate family member, or of either party’s sad demise that results in your booking cancellation, please advise us with confirmation in writing and we will look as favourably as we can on such a situation.

### **Changes**

Please note: Our Terms & Conditions and our Cancellation Policy may change at any time. The most recent versions are provided on links provided on the footer our website. However, in the event of any change that might impact an existing booking of our Terms & Conditions or Cancellation Policy, we will provide such a customer with a minimum of 7 days prior notification in writing.

### **Advice**

Advice about your legal right to cancel is available from your local Citizens’ Advice Bureau.

### **Questions**

Please contact us with any questions and we will do our best to answer them.