

Cancelation Policy



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Customers are required to pay a deposit of 20% of the total for the dates they book to board with us. This deposit is non-refundable if a booking is cancelled with less than 4 weeks notice, missed, or if continual re-scheduling occurs, unless the deposit becomes non-refundable for the reasons set out above, the deposit you have paid will be deducted from the overall cost of your Dogs boarding.

We require 4 weeks notice for cancellations to enable us to fill the slot.

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 the us on 07359 471872. If you cancel a booking with more than 4 weeks notice, then we will refund you the 20% 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.