



Pooches & Paws Petcare Cancellation Policy

At Pooches & Paws Petcare, we understand that plans can change. To provide the best possible service to all our clients and ensure fairness to our team, we have established the following cancellation policy:

Cancellation Notice:

Dog Walking & Drop-in Visits:

- Cancellations made **at least 48 hours before the scheduled service**: no charge.
- **Same-day cancellations or no-shows** will be charged **100% of the booking fee**.

Overnight Stays: 1-7 days

- Cancellations made **72 hours or more in advance** will incur no charge.
- Cancellations made **within 72 hours of the scheduled start time** will be charged **50% of the total booking fee**.
- **Same-day cancellations or no-shows** will be charged **100% of the booking fee**.
- **50% Deposit required**

Overnight Stays: 8+ days

- Cancellations made **10 days or more in advance**: no charge
- **Cancellations made less than 10 days** will be charged **50% of the booking fee**.
- **Same-day cancellations or no-shows** will be charged **100% of the booking fee**.
- **50% Deposit required**

Deposits & Pre-Payments:

- A **[50%] deposit** will be required for extended booking & holiday services.
- Deposits are **non-refundable if the cancellation occurs after the stated deadlines**.

How to Cancel:

- Call/Text us at 917-854-9647
- Emailing info@poochesandpawspetcare.com
- Cancel through your Time to Pet account.

Exceptions:

We understand emergencies happen — in the event of a personal or family emergency, please contact us as soon as possible, and we'll do our best to accommodate the situation.