

Cancellation Policy for Online Booking:

We understand that plans can change, and we strive to accommodate our clients to the best of our ability. However, in order to maintain the efficiency of our scheduling and ensure fairness to all our clients, we have implemented the following cancellation policy:

Cancellation:

- For cancellations made at least 14 days prior to the scheduled appointment, a full refund will be provided.
- Cancellations made within 14 days of the scheduled appointment will not be eligible for a refund.

Rescheduling:

- Clients may request to reschedule their appointment up to 10 days before the scheduled date without incurring any additional fees.
- Rescheduling requests made within 10 days of the scheduled appointment will be subject to a £30 administration fee.

Refunds:

- Refunds for cancellations made within the eligible period will be processed within 7-10 business days.
- Any refunds provided for rescheduled appointments will be minus the £30 administration fee.

Procedure:

- To cancel or reschedule an appointment, clients must notify us via the online booking system or via email to enquiringpaws@gmail.com with the booking details.
- Refund requests must include the booking reference number and reason for cancellation.

Please note that failure to attend a scheduled appointment without prior notification will result in forfeiture of the booking fee.

We appreciate your understanding and cooperation with our cancellation policy. If you have any questions or require further clarification, please don't hesitate to contact us. Thank you for choosing our services.