

Cancellation & Payment Policy

Payment Methods

- We accept **e-transfer, credit card, and Apple Pay** for all services.

Pet Sitting Services

- A **25% non-refundable deposit** is due at the time of booking.
- If a pet sitting service is canceled **more than 14 days** before the scheduled date, the **remaining balance will be waived**.
- If canceled **within 14 days** of the scheduled service, the **remaining balance will be charged in full**.
- A valid card must be on file at the time of booking. The 25% deposit will be charged automatically unless payment is made via **e-transfer**.

Walks & Drop-In Visits

- If a walk or drop-in is canceled **within 12 hours** of the scheduled time window, **100% of the service fee will be charged**.

Late Payment

- Clients have **5 days after the last service** to pay their invoice in full.
- A **\$25 late fee** will be added for each day an invoice remains unpaid past this period.