

Cancellation and Refund Policy

Dog Walking and Drop in Visits

More than 24 hours' notice: 100% refund or full account credit toward a future booking.

Less than 24 hours' notice (or same-day cancellations): Non-refundable (100% of the service fee applies), as the time slot was reserved exclusively for your pet.

Standard Pet Sitting (Overnight Stays)

14+ days before start date: 100% refund (minus short-notice booking fees if applicable).

7 to 13 days before start date: 50% refund of the total booking cost.

Less than 7 days before start date: Non-refundable (100% charge applies).

Holidays and Peak Season Bookings

(Applies to double-rate major holidays: Christmas Day, Boxing Day, New Year's Day, and 50% surcharge periods: Easter Sunday, Bank Holiday Mondays, Christmas Eve, New Year's Eve)

30+ days before start date: 100% refund.

14 to 29 days before start date: 50% refund of the total booking cost.

Less than 14 days before start date: Non-refundable (100% charge applies).

Note: Holiday deposits are strictly non-refundable due to limited availability and high demand.

Wedding Pet Chaperone Packages

30+ days before wedding date: 100% refund (minus a 10% administrative fee).

14 to 29 days before wedding date: 50% refund.

Less than 14 days before wedding date: Non-refundable due to reserved scheduling and preparation involved.

Severe and Extreme Weather

Your pet's safety and well-being are always the priority:

Extreme Heat (Heatwaves):

- If temperatures make pavement walking unsafe (above 23°C–25°C), outdoor walks will be adjusted to **in-home garden let-outs, indoor mental stimulation, enrichment play, and fresh water refreshes**.
- Full service rates apply for modified visits. Standard cancellation policies apply if you choose to cancel a scheduled visit during hot weather.

Severe Storms / Snow / Unsafe Travel:

- If official severe weather warnings make travel hazardous and **All the Treats must cancel**, you will receive a **100% full refund or credit**.
- If services are safe to perform but you choose to cancel due to general rain/cold, standard cancellation windows apply.

Early Returns

No refunds or credits are issued if you return home earlier than expected during an ongoing pet sitting stay or set of house visits.

Sickness / Medical Exceptions: If a cancellation is due to a sudden medical emergency (human or pet), exceptions may be made on a case-by-case basis at our discretion.