



Cancellation Policy

CLIENT ACKNOWLEDGMENT

CLIENT NAME

DATE

STANDARD CANCELLATION TERMS

24-Hour Notice Required: Clients must cancel or reschedule a visit at least 24 hours before the scheduled start time to avoid a cancellation fee.

Late Cancellations (less than 24 hours notice): 50% of the scheduled visit fee will be charged.

Same-Day & No-Show Cancellations: 100% of the scheduled visit fee will be charged. This applies if the caregiver arrives and is unable to access the property or locate the pet.

Repeat Cancellations: Clients with more than two late cancellations in a 60-day period may be required to prepay for future bookings.

HOLIDAY & PEAK PERIOD POLICY

Holiday Booking Notice: Cancellations for visits during peak dates (major holidays, school breaks, and long weekends) require **72-hour notice**. Late cancellations during these periods will be charged at 100% of the visit fee. Deposits paid for holiday bookings are non-refundable.

CAREGIVER CANCELLATIONS

In the rare event that Main Street Pet Visits must cancel a scheduled visit, the client will be notified as soon as possible. A full refund or credit will be issued for any prepaid visits. We will make reasonable efforts to arrange alternative care when given sufficient notice.

EMERGENCY CANCELLATIONS

Cancellations due to documented emergencies (hospitalization, family emergency, natural disaster) will be reviewed on a case-by-case basis and may be waived at the discretion of Main Street Pet Visits.

HOW TO CANCEL

CANCELLATION CONTACT (PHONE/TEXT)

CANCELLATION CONTACT (EMAIL)

All cancellations must be submitted via text, call, or email. Cancellations sent through social media or left in a voicemail without confirmation from our team do not count as received until acknowledged in writing. **PAYMENT REMINDER:** Payment is due 24 hours prior to your scheduled visit. For holiday and peak-period bookings requiring 72-hour cancellation notice, payment is also due 72 hours prior. Unpaid reservations may be cancelled without notice.

CLIENT SIGNATURE — I HAVE READ AND AGREE TO THIS CANCELLATION POLICY.

CLIENT SIGNATURE	PRINTED NAME	DATE