



CEDARLILY

PASSIONATE ABOUT YOUR ANIMAL'S WELL-BEING



Booking and Cancellation Policy

Bookings

Booking may be made via email, telephone or via a messaging service, and must be made directly with Jay.

Once confirmed via any medium above, your time and slot are booked.

Cancellation

Should a cancellation be made with 72 or more hours notice, you will not have to pay for your session.

All cancellations should be made with 24 hours notice minimum.

Any cancellation made with 24 hours notice but less than 72 hours notice may incur a charge of £10 to cover costs which cannot be changed in this timescale.

Any cancellation made with less than 24 hours notice will still be charged in full as there is no option at this stage to fill the time slot with a different client.

Should any slot be cancelled by Jay (e.g. due to extreme weather or illness), no charge will be made (and refunds offered) and alternative sessions will be arranged as soon as possible.

Payment

Payment is due prior to a session taking place.

If payment is not made following a cancellation, no further sessions will be bookable.

If payment is not made, this will be seen as a cancellation and that slot will not go ahead. In this instance, no further bookings will be possible without full payment of the missed slot being made.

Payment are preferred to be made via BACS to:

Miss Jamie-Michelle Hrycak

60-83-71

87377326

Please note: Whilst in an individual name, when setting up a payee, this is a BUSINESS account. If you select that it is an individual account it will not recognise the details and may not allow payment.

For an additional fee, payment can be taken at the session via credit or debit card with prior notice.