

Cancellation Policy for Day Care at Lechlade K9 Centre

The following process will apply.

If you wish to change your Day Care booking this can be done via Email or by calling the centre.

Chargeable Offences

- 1) Failing to turn up to day care when you have booked a space will result in being charged *Either on your next day in our care or if you are a Loyalty Club Member this will be deducted from your account.*
 - 2) Cancelling after office closing hours (6pm) on the day before your booking will result in being charged. *Either on your next day in our care or if you are a Loyalty Club Member this will be deducted from your account.*
 - 3) Cancelling on the morning of your booking will result in you still being charged for the day. *Either on your next day in our care or if you are a Loyalty Club Member this will be deducted from your account.*
 - 4) Turning up knowing your dog has one of the following issues.
 - Sickness or Diarrhoea
 - Bitch in season
 - Eye or Ear infection
 - Open wound or Cut
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