



# Pawsitive Retreat

## Cancellation Policy

At Pawsitive Retreat, we understand that plans can change. Our cancellation policy is designed to provide clarity and fairness for both our clients and our facility. Please read the following carefully:

**Cancellations Made 48 Hours in Advance:**

- If you cancel your booking at least 48 hours before the scheduled check-in time, you will receive a full refund of your deposit.

**Cancellations Made Less Than 48 Hours in Advance:**

- Cancellations made less than 48 hours before the scheduled check-in will forfeit the total payment.

**No-Show Policy:**

- Failure to show up for a booked service will result in forfeiture of the total payment.

**Rescheduling:**

- If you need to reschedule your booking, please contact us as soon as possible. We will do our best to accommodate your request, but rescheduling may be subject to availability.

**Exceptional Circumstances:**

- In exceptional circumstances (e.g., illness of your pet or family emergencies), we may consider partial refunds on a case-by-case basis. Documentation may be required.

If you have any questions regarding our cancellation policy, please feel free to reach out.

Thank you for your understanding and cooperation!

