



Liz & Helen's Pet Services Cancellation Policy

We know that the best laid plans can go wrong! That's why we offer the most flexible cancellation policy that we can.

- Services cancelled with more than 24 hours' notice prior to the day of service will not be charged.
- Services cancelled up to 24 hours' notice prior to the day of service will be charged at half the service rate.
- Services cancelled on the same day as they are scheduled will be charged at the full service rate (excluding any mileage fees).

Wherever possible we will try to reschedule your booking to an alternative convenient time.

If you need to cancel your booking please let us know as quickly as possible, preferably by ringing Helen on 07931 779279

Thank you

Liz & Helen