



Cancellation Policy

At K Nine Companions, we understand that plans can change. To accommodate all our clients and ensure smooth operations, we have established the following cancellation policy:

1. Cancellation Window:

- **Single Walks or Single Home Visits:** Cancellations must be made at least 24 hours before the scheduled walk / home visit time.
- **Recurring / Weekly Walks or Home Visits:** Cancellations must be made at least 48 hours before the scheduled walk / home visit time.

2. Late Cancellations:

- **Single Walks or Single Home Visits:** If a walk / home visit is cancelled less than 24 hours before the scheduled time, then 50% of the walk / home visit fee will be charged.
- **Recurring / Weekly Walks or Home Visits:** If a walk / home visit is cancelled less than 48 hours before the scheduled time, then 50% of the walk / home visit fee will be charged.

3. No-Show Policy:

- If we arrive at your home and are unable to access your pet(s) due to circumstances beyond our control (e.g. no key left, gate locked), the full fee for the scheduled walk / home visit will be charged.

4. Emergency Cancellations:

- We understand that emergencies happen. If you need to cancel due to an emergency, please contact us as soon as possible. We will assess the situation on a case-by-case basis and may waive cancellation fees at our discretion.

5. Inclement Weather:

- Safety is our priority. In the event of extreme weather conditions (e.g. severe storms, extreme heat), we may need to cancel or reschedule walks. In such cases, no cancellation fee will apply, and we will work with you to find a suitable alternative time.

6. Holiday Policy:

- Cancellations for walks / home visits that are not required because they are scheduled to take place when the client is away on holiday, must be made at least 72 hours in advance. Cancellations made less than 72 hours beforehand will be charged 75% of the walk / home visit fee.

7. Refunds:

- Refunds for cancelled services will be processed within 5-7 business days. However, if you have a recurring / weekly booking, then the cost of the cancelled walk or home visit can be credited towards future services, if requested / agreed.

8. How to Cancel:

- Cancellations can be made via phone or email. Please ensure you receive a confirmation of your cancellation.

We appreciate your understanding and cooperation with our cancellation policy. This allows us to manage our schedule effectively and continue providing the best service for all our clients and their furry friends.

If you have any questions or concerns, please feel free to contact us on **07455 049992** or email us at **kninecompanions@gmail.com**.