



Deposit and Cancellation Policy

Policy Statement

Walk-Ci's is committed to providing a reliable, professional and fair service to both clients and their pets. Deposits and cancellation terms are in place to protect reserved bookings, ensure availability and minimise disruption caused by late cancellations.

Clients are responsible for understanding and complying with the deposit, payment and cancellation terms applicable to their booking.

General Principles

- A deposit may be required to secure certain bookings, particularly longer bookings, overnight stays and pet sitting.
- A booking will only be considered confirmed once any required deposit has been received.
- Deposits are generally non-refundable where a client cancels their booking.
- Where sufficient notice is provided, Walk-Ci's may offer the option to transfer a deposit to an alternative date, subject to availability and at Walk-Ci's discretion.
- Clients should provide as much notice as possible when cancelling or changing a booking.
- Short-notice cancellations may be subject to a cancellation charge, depending on the service and notice given.
- Where a booking cannot reasonably be filled due to a late cancellation, Walk-Ci's reserves the right to charge some or all of the agreed booking fee.
- If Walk-Ci's needs to cancel due to circumstances beyond our control, any deposit paid will be refunded or transferred to an alternative date where appropriate.

- Any outstanding payments must be settled within the agreed payment period. Late payments may be subject to a late payment fee in accordance with Walk-Ci's Payment & Late Fee Policy.
- Repeated late payments or cancellations may result in future bookings requiring payment in full upfront.
- All cancellation and deposit arrangements will be communicated to the client at the time of booking wherever possible.

By making a booking with Walk-Ci's, clients confirm that they understand and agree to these terms.

Policy Review

This policy will be reviewed regularly by Walk-Ci's to ensure that it remains appropriate, fair and relevant to the services provided.

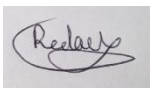
The policy may also be reviewed and updated when there are significant changes to services, business practices, legal requirements or circumstances that may affect its content.

Any significant changes to the policy will be communicated to clients where appropriate.

Date: 21/08/2026

Review Date: 21/08/2027

Signature:

A handwritten signature in black ink, appearing to read 'Rosalin Day', enclosed within a rectangular box.

Rosalin Day, MSc, BSc

Walk-Ci's CEO