KITTY KISSES CONCIERGE

(386) 317 – 1666

kittykissesconcierge.com

Payments, Refunds, and Cancellation Policy

At **Kitty Kisses Concierge, LLC**, we value your trust and are committed to providing reliable, personalized care for your pets. To ensure clarity and fairness in our business practices, the following policy outlines our procedures for payments, refunds, cancellations, and holiday bookings.

PAYMENTS

- Services are to be **paid in full 48 hours** prior to applicable service date(s). This deposit secures your place in our schedule and is required due to limited availability.
- If applicable, a Meet and Greet is included with this deposit at **no additional charge**.
- If payment is **not received 48 hours prior**, the booking will be considered **not confirmed and cancelled**, and services will not be rendered.
- Kitty Kisses Concierge, LLC will make reasonable attempts to contact the Client to verify service needs and payment. If the Client cannot be reached within this 48-hour window and/or payment is not completed, the reservation will be **cancelled automatically**.

CANCELLATIONS

- **Cancellations made more than 48 hours** before the scheduled reservation will receive a **full refund**, minus the non-refundable deposit.
- **Cancellations within 48 hours** of the service start date will receive a **50% refund**.
- **Same-day or in-progress cancellations** will be handled on a case-by-case basis. The Client must contact Kitty Kisses Concierge, LLC directly to determine whether a partial refund or account credit may be issued.
- If Kitty Kisses Concierge, LLC arrives for a scheduled visit and is unable to enter the home, or services are no longer needed due to a Client communication error, the full service amount is non-refundable.

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By scheduling services with Kitty Kisses Concierge, LLC, the Client acknowledges and agrees to the terms outlined above.

Client Name:_____

Signature:_____

Date:_____