

CANCELLATION POLICY

Cancellations

- In the event of any cancellation Hike with Hunter adopts a 'Policy of Fairness'.
- As a small business governed by the restricted numbers of potential customer spaces available under the terms of our licence and the scale of our operation, our latitude for flexibility on cancellation is limited.
- Advance Booking Fees are a customer's way of reserving our services. Advance payments help us to pay our business' actual costs during a contract.
- If a customer cancels and it's not Hike with Hunter's fault, we have the right to protect ourselves or we will go bust, but we must take into account what our business is actually losing as a result. Such costs must not be excessive. And of course, cancellation may not be your fault either.
- No booking is confirmed until pre-payment has taken place and only then, it is conditional on our mandatory 3 Step Check assessment.
- However, your rights under The Consumer Rights Act 2015 mean you have a right to cancel a contract and our policy of 'fairness' attempts to be fair and transparent to our customers.

Cancellation charges

- Any cancellation must be provided in writing at the earliest opportunity, either by letter or email direct to Hike with Hunter's physical or email address.
- Hike with Hunter **Home Boarding** requires 14 days' notice of intended cancellation prior to the commencement of the booking. The Customer agrees to provide such notice or



pay the amount that would be due during this notice period. The Customer may cancel with notice at any time; there is no minimum term of contract.

- As your Service Provider, we will reimburse you using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.
- If we, your Service Provider cannot provide the service agreed (in extreme circumstances), we will endeavour to give at least 7 days' notice and any monies paid will be refunded or held over if appropriate.

Our 'Policy of Fairness'

- Not-with-standing the above, Hike with Hunter will always treat each customer fairly and transparently.
- We will use our best endeavours to replace your cancelled booking with a new customer. Where we are able to resell your original booking period to another customer, and to reduce or eliminate any losses that Hike with Hunter might have incurred, we will reimburse you with such monies, less any administration cost.

Insurance

Please check whether your holiday and household insurance cover you for any unforeseen cancellation of your pet's visit/services prior to booking.

Hospitalisation or death

In the event of hospitalisation of your pet or yourself/immediate family member, or of either party's sad demise that results in your booking cancellation, please advise us with confirmation in writing and we will look as favourably as we can on such a situation.



Changes

Please note: Our Terms & Conditions and our Cancellation Policy may change at any time. The most recent versions are provided on links provided on the footer our website. However, in the event of any change that might impact an existing booking of our Terms & Conditions or Cancellation Policy, we will provide such a customer with a minimum of 7 days prior notification in writing.

Advice

Advice about your legal right to cancel is available from your local Citizens' Advice Bureau.

Questions

Please contact us with any questions and we will do our best to answer them.

