

# Stay With Rio LLC – Refund Policy

## ***Effective Date***

[Insert Date]

## ***General Policy***

All bookings are non-refundable, with very limited exceptions. By scheduling a service with us, you agree to this policy.

## ***Cancellations & Rescheduling***

### **✓■ Cancellations:**

- More than 72 hours before your booking? You'll receive a credit for a future booking (valid for 30 days).
- Less than 72 hours before? We're sorry—no refunds or credits will be issued.
- No-shows? If your dog is not dropped off or is unavailable, no credit or refund will be offered.

### **■ Want to reschedule?**

- Let us know at least 48 hours in advance. We'll do our best to accommodate you, but we can't guarantee availability or the same rates.

## ***Refunds – When Are They Possible?***

We only consider refunds in the following situations:

- We had to cancel your booking.
- A verified pet medical emergency or loss (written proof required).

Important: All refund decisions are made at our sole discretion and are final.

## ***Other Terms***

■ Non-transferable: Credits or refunds (if given) can only be used by the original client.

■■ Aggressive Pets: We may cancel services if your pet shows aggressive behavior—no refunds will be given in these cases.

■■ Weather or Emergencies: Events like storms or natural disasters? No refunds, but we may offer credits case-by-case.

■ Payment Disputes: Please reach out to us first! Filing a dispute may result in future service cancellation and legal follow-up.

## ***Need Help?***

Questions or refund requests?

Contact us here:

■ Email: singhpallavi2193@gmail.com

■ Phone: 425-546-7546

***Thank You for Choosing Stay With Rio!***

Your dog's comfort and your peace of mind are our top priorities. We appreciate your understanding and support!