



# SPLASHING PAWS, LLC

## Cancellation & Refund Policy

State of Arizona

Effective Date: \_\_\_\_\_

At Splashing Paws, LLC, we reserve time, staffing, and resources specifically for each family and their pet. Because our services are scheduled in advance, limited in availability, and often time-sensitive and emotionally significant, we maintain the following cancellation and refund terms.

### 1. GENERAL POLICY OVERVIEW

Our cancellation and refund policy applies to all services offered by Splashing Paws, LLC, including hospice care, recovery services, memorial events, and aftercare. All clients are expected to review and acknowledge these terms prior to booking.

### 2. STANDARD APPOINTMENT CANCELLATIONS (HOSPICE / RECOVERY / AFTERCARE)

*Client Cancellation:*

<b>48+ hours before</b>	Full refund minus processing fees (if applicable)
<b>24–48 hours before</b>	50% refund or credit toward future service
<b>Less than 24 hours</b>	No refund — deposit may be retained

### 3. SAME-DAY CANCELLATIONS / NO-SHOWS

If a client:

- Cancels same day
- Fails to show for scheduled appointment
- Is unreachable at time of service

**No refund will be issued.**

- Reserved staffing
- Scheduled time allocation
- Emotional and logistical preparation already completed

### 4. DESERT SUNSET MEMORIAL SERVICE (EVENT BOOKING POLICY)

Due to limited capacity and location scheduling:

<b>7+ days before event</b>	50% refund or reschedule credit
<b>3–6 days before event</b>	Credit only — rescheduling allowed once
<b>Less than 72 hours</b>	No refund — rescheduling at discretion of management

## 5. WEATHER / SAFETY CANCELLATIONS (BY SPLASHING PAWS, LLC)

We reserve the right to cancel, delay, or reschedule any outdoor service due to:

- Extreme heat or unsafe temperatures
- Severe weather conditions
- Wildlife or environmental safety concerns
- Unforeseen site hazards

### If we cancel for safety reasons:

- Clients will receive full credit or full refund
- Priority rescheduling will be offered

## 6. REFUND ELIGIBILITY LIMITATIONS

### Refunds will NOT be issued for:

- Emotional dissatisfaction with end-of-life outcomes
- Natural decline or passing of a pet
- Veterinary-directed care outcomes
- Time spent on completed services
- Partial completion of scheduled care

*We provide supportive care services, not guaranteed outcomes.*

## 7. DEPOSITS

All deposits are:

- Required to secure booking
- Applied toward total service cost
- Non-refundable if cancellation terms are not met

Deposits may be transferred once to a new date at management discretion.

## 8. AFTERCARE / MEMORIAL SERVICES REFUNDS

Once memorial services, ash handling, or keepsake creation has begun:

- No refunds will be issued
- This includes paw prints, fur keepsakes, or memorial preparation

*These are custom, time-sensitive services.*

## 9. PAYMENT DISPUTES / CHARGEBACKS

By booking services, clients agree to:

- Contact Splashing Paws, LLC directly before initiating any chargeback
- Attempt good-faith resolution

### Unauthorized chargebacks may result in:

- Service termination
- Denial of future bookings

## 10. ARIZONA GOVERNING LAW

This policy is governed by the laws of the State of Arizona and applies to all services provided by Splashing Paws, LLC.

## 11. CLIENT ACKNOWLEDGMENT

By signing below, I acknowledge that I have read, understood, and agreed to this Cancellation & Refund Policy. I understand that these terms apply to all services booked with Splashing Paws, LLC.

Client Signature

Printed Name

Date