
[Cancellation Policy](#)

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The best procedure is to always get in touch with our head office by sending an email to office@fluffs-n-tufts.co.za, where they can guide you on the best way to move forward.

Cancellations

Should you wish to cancel your booking with us, the following guidelines are followed:

- We do not provide refunds, as in most cases, we have already paid the tax on the invoice, and that can't be refunded from SARS.
- We are happy to provide a credit on your account under the following conditions:
 - The cancellation is made more than 14 (fourteen) days before the booking;
 - a valid reason has been provided as to the reason for the cancellation (holiday cancelled, trip cancelled, medical emergency, etc.).
- The credit is calculated as follows:
 - We take the amount paid, minus transactional fees (which is dependant on the method of payment. This fee amount can be confirmed by our head office), minus a 10% administration fee.
- Once your credit has been approved, it will be issued to you in the form of a coupon that can be added to your next booking on our online booking platform.
- The coupon is valid for 1 (one) year from the date of issue.

Shortened stay

As a general rule (much like you would experience at a hotel), we do not issue credits or refunds for a shortened stay with us. Once your pet has been booked in, the full amount is due, with exception to the following conditions:

- if the amount of days you are shortening your pet's stay exceeds 7 (seven) days;
- if emergency situations such as medical emergencies, or a death in the family has occurred.

It remains the sole discretion of our head office to determine if a credit will be provided for a shortened stay. If your credit is approved, the following shall apply:

- The credit is calculated as follows:
 - We take the amount paid, minus the days your pet has already stayed, minus transactional fees (which is dependant on the method of payment. This fee amount can be confirmed by our head office), minus a 5% administration fee.
- Once your credit has been approved, it will be issued to you in the form of a coupon that can be added to your next booking on our online booking platform.
- The coupon is valid for 1 (one) year from the date of issue.

Extended stay

We always welcome an extended stay, as life's conditions could change at any moment. We accept an extended stay under the following conditions:

- Firstly, we make sure there is space for your pet to stay longer, as festive seasons may result in limited space.
- If we have determined that we have enough space, our head office will issue an invoice that must be paid prior to the start of your extended stay.
- If your pet has enough food for the extended stay. Should they not have, our head office will add food onto the invoice that is closest to what your pet currently eats.
- If your pet is on any medication, and there is enough medication to last the extended stay. If there is not enough, it will be your responsibility to organise with your vet to pay for and issue the medication. If the vet is within 5km of our branches, we will happily collect the medication. If the vet is not within 5km, we will invoice you for the distance travelled.

If the above conditions are met, we can continue to board your pet for the requested extended time.

Moving your booking

Moving your booking can go in one of two directions based on how your booking is changed and affected by the move, these are as follows:

If you move the dates, but the total amount of days don't change:

- and you inform our head office at least 14 (fourteen) days prior to the first set of dates are meant to start;
- that we have enough space available for the new dates.

If you move the dates, and the total amount of days are not the same:

- and you inform our head office at least 14 (fourteen) days prior to the first set of dates are meant to start;
- our head office will invoice you for the additional days, which must be paid in full before the new dates start;
- that we have enough space available for the new dates.

All communication must be on email to office@fluffs-n-tufts.co.za, and will be confirmed by our head office.