

TRELAWN DEPOSITS AND CANCELLATION POLICY

1. Please notify us as soon as possible should you need to cancel your booking. At least a week's notice is preferable. We shall endeavour to take a booking to compensate for any cancellation and, if this is possible, will return the deposit in part or in full.
2. If a booking is cancelled last minute, or with no notification, we reserve the right to insist upon upfront payment for all future bookings.
3. We reserve the right to take a non-refundable deposit during peak booking periods which include:
June- September [inclusive], October and February half-terms, Easter and the Christmas period.
4. If you collect your dog [s] earlier than the booked departure date, we reserve the right to charge the full amount of the original booking.

Thank you for your understanding. Like all kennels we were very badly hit by the Pandemic and are still recovering our losses.