



AAA PET RESORT CANCELLATION POLICY

We want you to have peace of mind in knowing that you can book with confidence at AAA Pet Resort.

Many of our bookings throughout the year have minimal policies in relation to cancelling. Please read the below terms carefully to ensure your booking meets your needs in terms of flexibility.

NON PEAK CANCELLATIONS

To cancel your non-peak booking, please email us directly. You can reach us via email at info@aaapetresort.com.au or on the phone on (07) 5525 2098. During non-peak times you can cancel and all your funds will be placed as credit on your file to use at a later date. You can demand a refund and fill our refund form out however please note this will occur a administration fee of \$20.00.

EASTER CANCELLATIONS

IF CANCELLATION IS WITHIN 15 DAYS OF YOUR SCHEDULED ARRIVAL DATE YOU WILL NOT RECEIVE A REFUND OR STORE CREDIT.

If you need to cancel before 15 days of your scheduled arrival date you will forfeit your non-refundable booking fee however you will receive store credit for the remainder of the account to use at a later date.

To cancel your Easter booking, please email us directly. You can reach us via email at info@aaapetresort.com.au or on the phone on (07) 5525 2098.

CHRISTMAS CANCELLATIONS

IF CANCELLATION IS WITHIN 60 DAYS OF YOUR SCHEDULED ARRIVAL DATE YOU WILL NOT RECEIVE A REFUND OR STORE CREDIT.

If you need to cancel before 60 days of your scheduled arrival date you will forfeit your non-refundable booking fee however you will receive store credit for the remainder of the account to use at a later date.

We are under immense pressure at this time of year to satisfy both our regular clients and new clients who have left it too late for there to still be vacancies at our resort. We are a pet boarding facility with very strong client-staff relationships and we do get booked out very quickly. Funds are not refunded as part of policy as we have had to disappoint others in having no space to offer their pet for the holiday period.

To cancel your Christmas booking, please email us directly. You can reach us via email at info@aaapetresort.com.au or on the phone on (07) 5525 2098.

We thoroughly appreciate your understanding in allowing us to ensure that the busiest time of year runs as smoothly as possible. By getting all paperwork and payments sorted prior to your pet's arrival, we are able to solely focus on your furry best friend whilst they holiday with us during the festive season. We can't wait to see you all.