

Booking and Cancellation Policy

Policy reference	LPH-11	Version	1.0
Effective date	28 September 2026	Next review due	September 2027
Policy owner	Maria Studzinska, Director	Applies to	Cat boarding, small pet boarding

This policy forms part of the Lovi Pet Hotel Terms and Conditions. It applies to all bookings made on or after 28 September 2026. Bookings made before that date remain under the terms in force when they were made.

At a glance

Deposit: 50% of the total, due within 24 hours of our deposit request.
Balance for stays of 14 nights or more: due 14 days before check-in.
Balance for stays of 7 to 13 nights: due 7 days before check-in.
Balance for stays under 7 nights: due 3 days before check-in.
From the balance due date the full fee is payable and is non-refundable.
If you cancel, the deposit is non-refundable. If we cancel, we refund everything you've paid.

1. Booking and deposit

- 1.1** You can request a booking through our online booking system. We'll check availability and confirm your dates by sending you a deposit request.
- 1.2** A 50% deposit is due within 24 hours of the deposit request. Your booking is only confirmed once the deposit has been paid.
- 1.3** If the deposit isn't paid within 24 hours, we may release your dates to other customers or to our waiting list.
- 1.4** If you cancel, the deposit is non-refundable. It covers the room we hold for you and the other bookings we turn away. We have only five rooms, so in school holidays one cancelled two-week stay can leave a fifth of the hotel empty with little chance of filling it.
- 1.5** By paying the deposit, you confirm that you have read and agree to this policy and our Terms and Conditions.

2. Paying the balance

- 2.1** When the balance is due depends on the length of the stay:
 - 14 nights or more: 14 days before check-in
 - 7 to 13 nights: 7 days before check-in
 - Under 7 nights: 3 days before check-in
- 2.2** We'll send you a payment link before the due date.
- 2.3** If a booking is made after the balance due date has passed, the full amount is due when the booking is made.
- 2.4** If the balance isn't paid by the due date, we may cancel the booking and keep the deposit.
- 2.5** If we agree to let you pay the balance later, for example on arrival, this only changes when you pay. The cancellation terms still follow the original balance due date. If you cancel on or after that date, the full fee is payable, including any balance not yet paid.

3. Cancellations

- 3.1** To cancel, please email hello@lovipethotel.co.uk. If you tell us by phone or message, please follow it up by email.
- 3.2** Your cancellation date is the date we receive your email. This date decides which charges apply.
- 3.3** We'll confirm your cancellation by email, setting out the charges that apply and any refund due.
- 3.4** **Before the balance due date:** we'll cancel your booking and keep the deposit. Nothing more is payable.
- 3.5** **On or after the balance due date:** the full fee for the stay is payable and is non-refundable.
- 3.6** **If we re-let your dates:** if you cancel after the balance due date and we're able to fill your room for some or all of the cancelled nights, we'll refund the nights we re-let, less the administration fee shown in our Price List. The fee is never more than the amount refunded. We can't guarantee that dates will be re-let.
- 3.7** We understand that sometimes plans change for reasons outside your control, such as illness or the loss of a pet. Any exception to this policy is at our discretion.
- 3.8** If we have to cancel your booking, we'll refund everything you've paid in full.
- 3.9** If you're unhappy with a charge, please contact us first. Charges due under this policy remain payable if a payment is disputed with a bank or card provider, and we will share this policy and our booking records with them.

4. Changes to your booking

- 4.1** **Changing dates:** we'll always try to help, but new dates depend on availability. Moving to new dates doesn't change the balance due date or the cancellation terms for the original booking.
- 4.2** **Shortening a stay:** if you shorten your stay after the balance due date, the full fee for the original booking remains payable.
- 4.3** **Extending a stay:** extra nights are charged at the current rate and depend on availability.
- 4.4** **Early collection:** no refunds are given for nights not used.
- 4.5** **Drop-off and collection times:** please arrive at the time slot you booked. If you're late, we may need to reschedule. Out-of-hours drop-off or collection is by arrangement only, and the out-of-hours fee in our Price List applies.

5. Minimum stay and short stays

- 5.1** The minimum stay is 4 nights.
- 5.2** At quieter times we may accept shorter stays. The short-stay cleaning fee in our Price List then applies.
- 5.3** During peak periods, such as Christmas, school holidays and half terms, we may set a longer minimum stay. We'll confirm this when you book.
- 5.4** Long stays of 15 nights or more receive the long-stay discount shown in our Price List.

6. Check-in and check-out times

- 6.1** **Check-in is in the afternoon or evening:** Monday to Friday 4pm to 5pm and 7pm to 8pm. Saturday and Sunday 4pm to 5pm.
- 6.2** **Check-out is in the morning or at midday:** Monday to Friday 7am to 8am and 12pm to 1pm. Saturday and Sunday 12pm to 1pm.

- 6.3** All check-ins and check-outs are by appointment, in 15-minute slots booked in advance.
- 6.4** Drop-off or collection outside these times is by arrangement only, and the out-of-hours fee in our Price List applies.

7. Prices

- 7.1** All our prices and fees are in our Price List at lovipethotel.co.uk/fees.
- 7.2** The price of your stay is fixed when your deposit is paid. If our prices change after that, your booking keeps its original price.
- 7.3** Extra nights added later are charged at the prices in force when you add them.

8. Home visits

- 8.1** Home visits are booked through lovidays.com and are covered by our separate Home Visit Terms and Conditions, including their own deposit, payment and cancellation terms.

Contact

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