

# CANCELLATION GUIDE

A quick reference for petsitsearch providers

## 1 Communicate First

Before taking action in the dashboard, please message the Pet Owner via the **petsitsearch** messaging system. A polite explanation helps maintain your professional reputation and prevents confusion.

## 2 The Technical Steps

To officially cancel a booking:

- Log in to your **petsitsearch** Dashboard.
- Go to the **Bookings** tab.
- Find the relevant booking and select **Cancel** or **Decline**.

## 3 Financial Policy

Here is how the £3.00 platform service fee is handled:

**If YOU (the Provider) cancel:** The £3.00 fee is automatically refunded to the Pet Owner by the platform. You are not charged for this.

**If the OWNER cancels:** The £3.00 fee is non-refundable to the owner.

*Note: Any refunds for your own service rates must be handled directly by you, according to your private business policy.*

#### 4 Reputation & Visibility

Frequent last-minute cancellations can impact your search ranking. To avoid declining requests, please keep your **Calendar Sync** updated or set your listing to "Hidden" if you are unavailable for a period of time.