

BARK BnB

Client Cancellation, Refund & Service Policy

New Jersey • Effective September 6, 2026

This is a business-policy template intended for Bark BnB's client agreements. It is not a substitute for legal advice and does not override non-waivable consumer rights. New Jersey has special cancellation rules for certain industries and transactions; those rules do not automatically apply to every pet-care service.

1. Booking & Confirmation

A booking becomes confirmed when Bark BnB and the client agree in writing to the services, dates, price, and payment arrangement. The written booking confirmation, invoice, text/email messages, or electronic acceptance may document the agreement. Clients are responsible for reviewing these terms before confirming a booking.

2. Package Pricing & Split Payments

A package is a single agreed service package unless the written booking expressly states otherwise. If a client asks to split a package into multiple payments, the payments are installments toward the agreed total package price. For example, a \$400 package paid as two \$200 installments remains a \$400 package; the second installment does not automatically become a separate optional booking.

3. Client Cancellation

Cancellation requests must be made in writing. Unless a booking-specific written agreement provides another lawful term: (a) 7+ calendar days before the first service: amounts paid are eligible for refund, less separately disclosed non-refundable third-party costs; (b) 3–6 calendar days: 50% of the confirmed booking price is due; (c) less than 72 hours: the full confirmed booking price may be due when the dates/services were reserved specifically for the client and cannot reasonably be replaced; (d) after services begin: completed services are non-refundable and remaining services are handled under the applicable cancellation/rescheduling terms.

4. Partial Package Cancellations

Removing individual dates or visits from a confirmed package may change the package price. Package discounts are based on purchasing the package as a whole. Bark BnB may recalculate remaining services at applicable regular rates. A client may not automatically receive a prorated refund using the original package-discounted rate.

5. Refunds

Refund eligibility is based on the confirmed booking and this policy. Services already performed and approved non-refundable expenses are not refundable. When Bark BnB cancels a service for reasons within its control and cannot provide a reasonable replacement or reschedule, Bark BnB will refund the portion paid for services it cannot provide, subject to applicable law and any specific written agreement.

6. Rescheduling

Rescheduling is subject to availability. Late rescheduling may be treated as a cancellation. If Bark BnB can replace the original dates with another booking, Bark BnB may, at its discretion, reduce or waive a cancellation charge.

7. No-Show & Access

Clients must provide safe, timely access and accurate entry instructions. If Bark BnB cannot access the property because of missing keys, incorrect codes, locked gates, unavailable client access, or similar client-caused circumstances, the scheduled visit may be charged.

8. Mileage / Travel Fees

Bark BnB may charge a disclosed travel or mileage fee. The rate and whether mileage is calculated one-way or round-trip will be stated on the invoice, booking confirmation, or service agreement. Mileage is separate from the base service price unless expressly included.

9. Pet Information & Client Responsibilities

Clients must provide accurate information about pets, including behavioral concerns, bite history, escape risks, medical needs, medications, allergies, feeding instructions, and other conditions affecting safe care. Bark BnB may decline, pause, or terminate service if an undisclosed safety risk or unsafe environment is discovered.

10. Emergencies & Veterinary Care

In an emergency, Bark BnB may take reasonable steps to protect a pet, including contacting the client, emergency contact, veterinarian, or emergency veterinary facility. The client remains responsible for veterinary bills, transportation, medication, and other third-party costs unless otherwise agreed in writing.

11. Keys & Access Information

Clients are responsible for accurate access information and notifying Bark BnB of changes. Bark BnB will use reasonable care with keys and access information but is not responsible for costs caused by inaccurate, expired, or changed access instructions supplied by the client.

12. Photos & Updates

When photo updates are included, Bark BnB will make reasonable efforts to provide them. Updates may be delayed or unavailable because of emergencies, safety concerns, connectivity, or other circumstances. Public marketing use of client/pet photos should be authorized separately where required.

13. Safe & Respectful Working Environment

Services may be refused or terminated when there are threats, harassment, unsafe conditions, unlawful activity, or conduct that materially interferes with safe service. Any refund will be determined based on services already provided and the circumstances.

14. Events Beyond Reasonable Control

Bark BnB is not responsible for failure or delay caused by circumstances reasonably beyond its control, such as severe weather, natural disasters, transportation emergencies, government restrictions, utility failures, serious illness, or other emergencies. When practical, Bark BnB will attempt to reschedule or provide an appropriate credit/refund for services that cannot be provided.

15. Policy Changes & Booking Terms

The version applicable to a booking is the version provided to or accepted by the client when the booking is confirmed. A later policy change will not retroactively alter an existing booking unless the client agrees in writing. If a specific written booking term conflicts with this policy, the specific lawful term controls.

16. Client Acknowledgment

By signing this policy, electronically accepting it, or proceeding with a booking after receiving it, the client acknowledges an opportunity to read and understand the applicable pricing, payment, cancellation, refund, rescheduling, and service terms.

CLIENT SIGNATURE / ACCEPTANCE

Client Name: _____

Client Signature: _____ Date: _____

Bark BnB Representative: _____ Date: _____

Recommended practice: Provide this policy to the client before accepting the booking, keep the accepted version with the booking record, and separately state the total package price and payment schedule on the invoice/booking confirmation.