

# **How 4 Paws Mobile Spa Ltd handles Debit and Credit Cards (May 2021)**

## **We take Debit or Credit Card Details at time of booking**

In order to minimise contact during and after appointments we take Debit or Credit Card details at time of booking.

We do not store your credit card details. When we take your details they are stored by Square (our card processors), one of the largest Card processors in the World. After we take your details you will receive an email telling you that your card has been linked to Square. This enables us to take payment following completion of your pet's groom.

## **Why we link your card**

We link your card to Square because it allows us to validate it in advance of your appointment without pre-authorising the transaction. We do this because when booking it is hard to know exactly how much your groom will cost.

## **What happens if you un-link your card prior to your appointment?**

If you un-link your card prior to your appointment we will ask you to provide an alternative card payment method. If we cannot obtain an alternative payment method we may cancel your appointment. Should this be necessary, and the cancellation is within two working days of your appointment, our standard cancellation charges will apply.

## **After your appointment**

On completion of your grooming appointment we will charge your stored card. You will receive an emailed receipt confirming the amount charged. This email will contain a link allowing you to un-link your card should you wish to so. If you choose not to un-link your card it will allow future grooming appointments to be charged without the need to re-enter your card details. If you would like us to un-link your card for you, call us on 0330 100 1033 or email us at [info@4pawsmobilespa.com](mailto:info@4pawsmobilespa.com).

## **Late Cancellations and No-Shows**

In the event of a cancellation within two working days of your appointment or a no-show the charge outlined in our Terms & Conditions will be made to your stored card.

## **Alternative Payment Methods**

Unfortunately, we no longer accept cash or cheques. If you don't want to link your card you can at time of booking pre-pay your appointment. As it is hard to know the exact cost at time of booking, we charge £70 per pet groomed. After the groom has been completed we will refund the difference between the actual cost and the amount charged.