Refund Policy

Uncle Isaac LLC Last Updated: July 2026

This Refund Policy explains how cancellations, changes, and refunds are handled for bookings made through the Uncle Isaac platform. It applies to Clients booking boarding, training, transport, and other services offered by Guardians through the Platform.

1. General Principle

Because Guardians reserve their time and resources once a booking is confirmed, refunds are provided according to how far in advance a cancellation is made and the nature of the service booked. This Policy is designed to be fair to both Clients and Guardians.

2. Standard Boarding and Training Bookings

More than 7 days before the start date. Clients who cancel more than seven days before the scheduled start of a booking will receive a full refund of the boarding fee paid.

Between 3 and 7 days before the start date. Cancellations made within this window will receive a refund of 50 percent of the boarding fee paid.

Less than 3 days before the start date. Cancellations made less than three days before the scheduled start date are not eligible for a refund, as the Guardian has already reserved capacity for the booking.

After the service has started. Once a booking has begun, no refund will be issued for unused nights or sessions, except where the Client and Guardian mutually agree to an early conclusion, or where Uncle Isaac determines a refund is warranted due to a service failure.

3. Guardian Initiated Cancellations

If a Guardian cancels a confirmed booking, the Client will receive a full refund of all fees paid for that booking. Uncle Isaac will also make reasonable efforts to help the Client find an alternative Guardian for the same dates.

4. Service Quality Concerns

If a Client believes the service received did not meet the standard described on the Guardian’s profile, or that the Guardian failed to provide the agreed care, the Client should report the concern to Uncle Isaac support within 48 hours of the service ending. Our team will review the circumstances, which may include communication records and, where applicable, photographs or notes exchanged during the stay, and determine whether a partial or full refund, or a service credit, is appropriate.

5. Nonrefundable Subscription and Membership Fees

Uncle Isaac does not charge a commission or service fee on individual bookings. Guardian subscription fees and Referral Partner membership fees are billed separately and on a recurring basis for ongoing access to the Platform, and are not tied to any single booking. These subscription and membership fees are nonrefundable and are not affected by the cancellation or refund of a particular booking. Fees paid for add on services that have already been delivered, such as completed transport trips, are also nonrefundable.

6. Referral Partner Revenue Share

Where a booking involved a Referral Partner's introduction, the boarding fee is split between the Guardian and the Referral Partner according to the revenue share disclosed on the Platform. If a booking is refunded to the Client, the corresponding Revenue Share credited or paid to the Referral Partner for that booking may be reversed or adjusted, in accordance with the Referral Partner Agreement. This does not affect the Referral Partner's separate membership fee, which is billed independently of any individual booking.

7. How Refunds Are Issued

Approved refunds will be returned to the original payment method used for the booking. Please allow up to 10 business days for the refund to appear, depending on your bank or card issuer.

8. Exceptional Circumstances

Uncle Isaac may, at its sole discretion, make exceptions to this Policy in cases involving documented emergencies, illness, or other extenuating circumstances. Requests for such exceptions should be submitted to support along with any relevant documentation.

9. Changes to This Policy

We may update this Refund Policy from time to time. Any changes will apply to bookings made after the effective date of the update and will be posted on this page.

10. Contact Us

For questions about a specific booking or refund, please contact:

Uncle Isaac LLC Email: admin@uncleisaac.com