Booking Policy

Booking & Payment

- An in-home consultation is required for all new clients.
- Sessions are booked in advance to secure your dog's space.
- Fees are discussed during the "Meet My Dog" consultation for full transparency.
- Invoices are issued weekly unless otherwise agreed.

Deposits

- A 50% deposit is required for:
    - Bundles
    - Weekend and holiday bookings

Premium Days

Dog Walking

- Saturdays: + £10
- Sundays & Bank Holidays: + £15
- Christmas & New Year's Period +£25

Pet sitting

- Saturdays + 25%
- Sundays & Bank Holidays + 35%
- Christmas & New Year's period +75%

Rescheduling

- Sessions may be rescheduled with a minimum of **72 hours' notice**, subject to availability.

Cancellations

We understand that plans can change, and we always aim to be as flexible as possible.

- **Standard bookings:**
  At least **48 hours' notice** is required.
- **Late cancellations (under 48 hours):**
  May result in loss of the session, as the space may be offered to another client.
- **Deposits:**
  Deposits are **non-refundable within 48 hours** of the scheduled service.
- **Holiday bookings:**
  Require **72 hours' notice**.
  Cancellations within this period will be charged **50% of the session fee**.

No Access / No-Show

If we are unable to access your dog at the scheduled time (e.g. no key, locked access), the **full session fee will be charged**.

Weather Adjustments

Walks go ahead in most weather conditions.

In extreme conditions (heat, storms, ice), sessions may be:

- adjusted (e.g. shorter walk + enrichment), or
- rescheduled

Safety always comes first.

Health & Welfare

- Clients must inform us of any health issues or behavioural concerns.
- Dogs showing signs of illness may not be walked or join group sessions.
- Bitches in season cannot attend group walks.

Emergencies

In an emergency, we will always act in your dog's best interest and contact you as soon as possible. Any veterinary costs remain the responsibility of the owner.

Access & Keys

- Keys are stored securely and used only for agreed services.
- Please ensure a safe environment for your dog upon return.

Timing

Arrival times may vary slightly due to traffic or weather.

We will always communicate any significant delays.