

Booking Policy

1. Payment & Booking

All single sessions must be paid for in advance.

For Bundles, a deposit of 50% is required.

Sessions are booked upfront to secure your dog's slot.

Payments should be made via bank transfer, the bank details are:

Account holder name : Luanda Santos Iwai

Account number: 22073482

Sort code: 60-83-71

If you miss or cancel a session outside the cancellation window, the fee is non-refundable.

If I need to cancel, a replacement session will always be arranged at a time that works for you.

A weekend/holiday premium applies: Saturdays +25%, Sundays +35%, Holidays +50%.

For weekend and holiday sessions please contact us.

2. Rescheduling

You may reschedule a session with at least 72 hours' notice, subject to availability.

Sessions rescheduled with less than 24 hours' notice will be treated as missed and are non-refundable.

3. Cancellations

3.1 Cancellation Window:

- Single Walks: Cancellations must be made at least 48 hours before the scheduled walk time.
- Recurring/Weekly Walks: Cancellations must be made at least 48 hours before the scheduled walk time.
- If cancellation occurs between 48 hours and 14 days of the scheduled service, 50% of the walk fee will be charged.

3.2 Late Cancellations:

- Single Walks: If a walk is cancelled less than 48 hours of the scheduled time, 100% of the walk fee will be charged.

- Recurring/Weekly Walks: If a walk is cancelled less than 48 hours of the scheduled time, 100% of the walk fee will be charged.

3.3 No-Show Policy:

If we arrive at your home and are unable to access your dog due to circumstances beyond our control (e.g., no key left, gate locked), the full fee for the scheduled walk will be charged.

3.4 Emergency Cancellations:

We understand that emergencies happen. If you need to cancel due to an emergency, please contact us as soon as possible. We will assess the situation on a case-by-case basis and may waive cancellation fees at our discretion.

3.5 Inclement Weather:

Safety is our priority. In the event of extreme weather conditions (e.g., severe storms, extreme heat), we may need to cancel or reschedule walks. In such cases, no cancellation fee will apply, and we will work with you to find a suitable alternative time.

3.6 Holiday Policy:

Cancellations for walks scheduled on or around holidays must be made at least 72 hours in advance. Cancellations within this window will be charged 75% of the walk fee.

3.6 Refunds:

Refunds for cancelled services will be processed within 5-7 business days. If you have purchased a package, the cost of the cancelled walk will be credited towards future services.

3.7 How to Cancel:

Cancellations can be made via phone, email, or through our online booking system. Please ensure you receive a confirmation of your cancellation.

We appreciate your understanding and cooperation with our cancellation policy. This allows us to manage our schedule effectively and continue providing the best service for all our clients and their dogs.

4. Health & Safety

Please inform me of any health issues, injuries, or behavioural concerns before sessions begin. Dogs showing signs of illness (e.g., vomiting, diarrhoea, coughing) may not be walked or taken to group activities for the safety of others.

Bitches in season cannot attend group sessions.

5. Weather Conditions

Walks will go ahead in most weather conditions.

In extreme weather (heatwaves, storms, ice), the session may be adjusted for safety (e.g., shorter walk + enrichment), or rescheduled.

6. Keys & Home Access

If keys are provided, they will be stored securely and used only for pick-up and drop-off. Please ensure there's a safe place for the dog to be returned after sessions.

7. Late Pick-up / Drop-off

Times can vary by a few minutes due to traffic or weather.

If there is ever a significant delay we will notify you as soon as possible.

8. Emergencies

In case of emergency, I will always act in the dog's best interest and contact you as soon as possible.

If veterinary care is needed, owners are responsible for any associated costs.