

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

- Saturdays: +25%
 - Sundays & Bank Holidays: +35%
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Rescheduling

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

Arrival times may vary slightly due to traffic or weather.

We will always communicate any significant delays.