

Regular Booking Procedure

Welcome to our dog services! We are delighted to outline the procedure for managing regular bookings, ensuring a seamless experience for you and your furry friend.

Booking Process: To initiate the booking process for our dog services, simply reach out to our administration team via phone, private message, email, or through our convenient request form available at: [Booking Request Form](#).

Our team will provide you with all necessary information regarding service availability, pricing, and terms and conditions.

Confirmation of Booking: Upon confirmation of your booking, a contract will be generated outlining the agreed-upon terms, including service duration, pricing, and cancellation policy. Your review and signature on the contract will finalize the booking. Payment Terms: For regular bookings, payment will be due monthly, along with any additional bookings. We accept various payment methods, including credit/debit card, bank transfer, or cash. You will have 30 days to settle the invoice.

Absence of Dog: Should your dog be absent for any reason during the booked service period, please note that you are still liable for the service fee. This policy ensures that our staffing arrangements, tailored to your booking, are adequately covered. We do not accept ad-hoc bookings for non-enrolled clients, as it impacts pack dynamics and increases staff stress levels, thereby affecting our ability to accommodate existing bookings.

Cancellation Policy: If you wish to cancel your booked service, kindly provide a minimum of four weeks' notice before the end date of the service. Cancellation requests must be submitted in writing via phone, private message, email, or through our request form available at: [Cancellation Request Form](#).

If spaces are available, you may be offered an alternative day in that week to make up for the day lost.

Refund Policy: Refunds for cancellations made in accordance with the two-month notice policy will be processed within 30 days of receiving the cancellation request. Refunds will be issued using the same payment method employed for the initial payment.

Review and Revision: To ensure alignment with our company's policies and objectives, this procedure will undergo periodic review and revision. Any updates or revisions to this procedure will be promptly communicated to all relevant team members. Thank you for entrusting us with your dog's care. We look forward to providing excellent service tailored to your needs.