

Booking Policy.

Regular Bookings

Introduction

This procedure outlines the guidelines for managing regular bookings for dog services.

Booking Process

Clients interested in availing of our dog services for regular occurrence will initiate the booking process by contacting our administration team via phone, private message, email or via our request form found here: <https://forms.gle/ctWLMqJx78QdJ4MF6>
The administration team will provide the necessary information regarding service availability, pricing, and terms and conditions.

Confirmation of Booking

Once the booking is confirmed, a contract will be generated outlining the agreed-upon terms, including the duration of service, pricing, and cancellation policy.
The client will be required to review and sign the contract to finalise the booking.

Payment Terms

Payment will be due monthly for all of the regular bookings, along with any additional bookings.
Payment can be made via various acceptable methods, including credit/debit card, bank transfer, or cash.
The client will have 30 days to pay the invoice.

Absence of Dog

In the event that the client's dog is absent for any reason during the booked service period, the client is still liable to pay for the service.
This policy is in place to cover the costs associated with staffing that has already been arranged to cater to the client's booking. We do not take ad-hoc bookings for clients who are not enrolled with us, as this affects the pack dynamics and can increase staff stress levels. This lowers the chances of us covering the space that is already booked out for that dog.

Cancellation Policy

Clients wishing to cancel their booked service must provide a minimum of four weeks' notice prior to the end date of the service.
Cancellation requests must be made in writing and submitted to the administration via phone, private message, email or via our request form found here: <https://forms.gle/g5PPQ6t3whaBWvEK8>
If spaces are available, an offer can be made for 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 receipt of the cancellation request.

Refunds will be issued using the same payment method used for the initial payment.

Review and Revision

This procedure will be subject to periodic review and revision to ensure it remains aligned with the company's policies and objectives.

Any updates or revisions to this procedure will be communicated to all relevant team members.

Ad-Hoc Bookings.

Booking Process

Ad-hoc bookings can be made by contacting our administration team via phone, private message or email.

Availability Confirmation

A team will confirm the availability of services for the requested date and time, along with any additional details or requirements.

Reservation Confirmation

Once availability is confirmed, a reservation will be made for the specified date and time. The colour will be changed to the corresponding staff member along with updating any addresses.

Payment Terms

Payment for ad-hoc bookings will be added to their regular monthly invoice. We accept various payment methods, including credit/debit cards, bank transfers, or cash.

Confirmation Notice

A confirmation email or message will be sent to them upon successful booking, detailing the reservation and any relevant information.

Cancellation Deadline

Clients may cancel their ad-hoc booking up to 48 hours before the scheduled service without incurring any cancellation fees.

Late Cancellation

Cancellations made less than 48 hours before the scheduled service may be subject to a cancellation fee equivalent to the service cost to compensate for the inconvenience and potential loss of revenue.

Cancellation Procedure

Clients must notify us of any cancellations by contacting our administration team via phone, private message or email.

Refund Policy

Refunds for cancelled ad-hoc bookings will be issued within a reasonable timeframe, typically within 7-14 business days, using the same payment method employed for the initial payment.

Exceptions

In cases of emergencies or unforeseen circumstances, exceptions to the cancellation policy may be considered at the discretion of the management team and if availability allows you may be offered another day in that week.