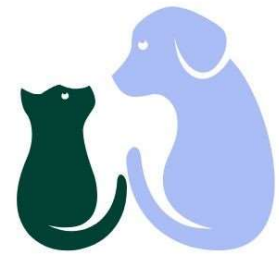


Dog Walking / Visits Prices



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Walk Length	Group Walks	Solo Walks	Puppy Visits / Walks	Home Visits
15 minutes	-	£15.00 / £20.00*	£15.00	£15.00
30 minutes	-	£20.00 / £25.00*	£20.00	£20.00
45 minutes	-	£25.00 / £30.00*	£25.00	£25.00
60 minutes	£18.00 / £25.00*	£30.00 / £35.00*	£30.00	£30.00

*2 dogs same family

1. Payment Arrangements

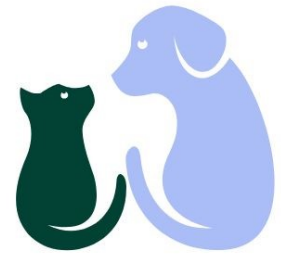
- 1.1 After confirming your booking, you'll receive an invoice detailing our service and a full breakdown of our pricing.
- 1.2 We accept payments via cash (for in-person transactions), Bank transfer, or PayPal. Payment details will be provided during the booking process.
- 1.3 If we confirm a booking with more than 7 day's notice, we kindly request 50% payment to secure your reservation, with the remaining balance due 72 hours before your scheduled service.
- 1.4 If we confirm a booking with less than 7 days' notice, we kindly request the full balance to be paid.
- 1.5 Please note, that due to high demand for our service and to ensure fairness to all our customers, once we send an invoice, your booking will be held for 24 hours. If payment is not received within this period, we will make contact with you to inquire about your intentions before releasing the booking to accommodate other customers.
- 1.6 If the scheduled service commences and the final balance remains unpaid, the Company reserves the right to apply a £10 late payment fee, in addition to a daily interest charge of 1.5% of the outstanding balance, until it is paid in full.

2. Cancellation Policy

- 2.1 We understand that plans can change. However, to ensure the best service for all our customers, we have the following cancellation policy;
 - 2.1.1 Cancellations made 48 hours or more before the scheduled appointment will receive a full refund.
 - 2.1.2 Cancellations made 24-48 hours before the scheduled appointment will receive a 50% refund of the full fee.
 - 2.1.3 Cancellations made less than 24 hours before the scheduled appointment will not be eligible for a refund.

3. Things You Should Know:

- 3.1 A seasonal surcharge of 25% applies to bookings on 24 December and between 27 to 31 December. Bank Holidays are charged at double time.



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- 3.2 A surcharge of 25% applies to Saturday afternoon walks.
- 3.3 Key Collection (including registration) is charged at £15 (we waive this charge for repeat customers). Customers can collect their keys directly from us after the service ends or arrange our key drop-off service for a fee of £10.
- 3.4 An emergency visit to the Vet will be charged at £25 per hour plus the cost of transport to and from the practice. Vet fees are the responsibility of the owner.
- 3.5 Medication added to a treat or food is included as a complimentary service for home visits, while topical and oral administration of medication is charged at £5 per instance.
- 3.6 A shop visit for emergency supplies will be charged at £25 plus the cost of the items.
- 4. The following services are available to customers who book a home visit:**
- 4.1 If you would like us to feed additional small animals during our visit, such as hamsters, gerbils, guinea pigs, rodents, rabbits and birds during our visit, we charge £5 per enclosure, per visit. We do not offer a feeding service for reptiles (except iguanas, tortoises and terrapins).
- 4.2 If you would like to book a small animal enclosure clean-up service during a visit, we charge a flat fee of £10 for a one-off clean. The clean-up service will include your usual routine of a thorough clean and sanitisation, using your products. Fees for larger enclosures, such as aviaries or custom-habitats will vary depending on the size and complexity of care required.