

Payment and Booking Policy

Overnight Pet Sitting & Wedding Chaperone Packages:

- A **25% non-refundable deposit** of the total booking cost is required to secure your requested dates in our schedule.
- Dates are held provisionally for **48 hours** following your quote/meet & greet; if the deposit is not received within 48 hours, the dates will be released to other clients.

Dog Walking & House Visits:

- No upfront deposit is required for regular ongoing walking or single house visit bookings, but dates must be confirmed at least **48 hours in advance**.

Balance & Payment Deadlines

- **Pet Sitting & Wedding Packages:** The remaining balance (75%) is due **7 days prior** to the start date of the service.
- **Dog Walking & House Visits:** Payment is due **upon receipt of invoice** (end of the week for recurring clients, or prior to the service for ad-hoc visits).
- **Accepted Payment Methods:** Bank Transfer (BACS) or Cash.

Additional Pets & Multi-Pet Charges

To ensure proper care, safety, and individual attention for every animal, additional pet fees apply across all services as detailed below:

1. Overnight Pet Sitting (Per Night)

- **Dogs:** Base rate covers **1 dog** (£65/night). Each additional dog is charged at **£50 per night**.
- **Cats:** Base rate covers **1 cat** (£50/night). Each additional cat is charged at **£35 per night**.
- **Mixed / Multi-Species Households:** Multi-pet rates for non-standard household combinations (e.g., dogs + cats, small animals, or exotic pets) will be customized during your free Meet & Greet based on overall care time requirements.

2. Dog Walking (Per Walk)

- **Group Walks (1-Hour):** Base rate of **£25** covers 1 dog. An additional dog from the **same household** joining the same walk is charged at **+£10 per walk**.
- **Solo Walks (1-Hour or 30-Min):** Solo walk rates are calculated per walk. If walking two dogs separately on solo walks due to reactivity or individual needs, each walk is billed at the standard solo rate.

3. House Visits (Per Visit)

- **Standard (30-Min) £25 & Extended (60-Min) £45 Visits:** Base rates cover care for **1 pet**. Each additional pet (dog, cat, or small animal) adds **+£10 per visit**.

4. Wedding Pet Chaperone Packages

- Wedding packages include primary chaperone duties for **1 dog**.
- Caring for an additional dog during your wedding services is charged at **+£80** to cover extended handling, feeding, and photo coordination.

5. Mid-Booking Pet Additions

- If you acquire a new pet or request care for an extra animal after a booking has already been confirmed, please inform us as soon as possible.
- Additional pet charges will be calculated, invoiced, and must be settled prior to the start date of the service.

Short-Notice Bookings

- Bookings made within **7 days of the required start date** for overnight pet sitting must be **paid in full (100%) at the time of booking** to guarantee date reservation.
- A **£35 short-notice fee** applies to overnight pet sitting bookings made within 7 days of the start date.

Meet & Greet

- We offer a **free 30 to 45-minute Meet & Greet** prior to your first booking to discuss your pet's needs and routine.
- Bookings are only finalized once the Meet & Greet is complete and the deposit/payment conditions above are met.

- Additional Meet and Greets are charge at £20 per half hour. A 2nd meet and greet that has a duration of 45 minutes will be charged at £40. A deposit of 50% is needed to secure additional meet and greets with the full amount paid within 24 hours of the meet and greet being completed.

Unpaid Balances

- Services will not commence if the balance has not been paid prior to the start of the booking.

Late Returns & Overtime Charges

To ensure our schedule runs smoothly for all pets and clients, services end at the agreed-upon return time stated in your booking confirmation. If your travel plans are delayed, the following charges will apply:

- **Dog Walking & House Visits (Short Delays):**
 - **Up to 15 minutes past scheduled end time:** No charge (grace period).
 - **15–30 minutes late:** Charged at **£10** .
 - **More than 30 minutes late:** Charged as an **Extended 60-Minute Visit (£25)** or an additional visit rate.
- **Overnight Pet Sitting (Overtime Rates):**
 - **Up to 2 hours late:** **£25** flat fee.
 - **2 to 6 hours late:** Charged at a **day-care / half-day rate (£35)**.
 - **Over 6 hours late or overnight delay:** Charged at the **full overnight rate (£65/night)** plus any additional pet fees.
- **Emergency Contact & Authorization:**
 - If you are delayed by **more than 2 hours** and we cannot reach you or your emergency contact, we will continue caring for your pet to ensure their well-being, and all additional time will be billed upon your return.
 - All overtime fees must be settled within **24 hours** of your return home.