

## Policies

### Walk fee

Guarantees at least one full hour at the park. Your dog is generally out for about two and up to three hours with pick up and drop off included. Sometimes this may vary as time at the park may be extended up to 90 minutes. This incurs no extra charge. 100% loading for weekend and public holiday walks.

### Walk Times

We will always do our best to walk your dog around agreed times as discussed, however, this is NOT guaranteed and we may need up to 60 mins leeway either side of the specified times. Your dog will be walked on the specified day. This is due to the nature of our business involving casual clients and the like. No two days are the same.

### Dog Tags

All dogs must have a tag with their name and your phone number on it.

### Dirty Dogs

If your dog is to be walked on wet weather days your dog will be towel dried before returning home. It is a big help if a towel can be left out on wet weather days. We will take all precautions, but, if your dog rolls in something or gets dirty we will either phone you to confirm a wash at the groomer, paid for by you, or we can wash and towel dry your dog (wash fee is applicable), or we will return your dog home to a place as directed by you.

### Stays

If staying on weekends / public holidays dogs must be collected before 10am. If not collected by 10am another full day fee will be charged. We don't drop off on weekends / holidays UNLESS arrangements are made.

### You agree

Full fee will be paid prior to the walk/s, UNLESS other arrangements are made.

**Cancellation of walks:** must be made before or by 6pm the day prior to walk otherwise full fee will be charged.

### Payments

May be made by cash or arrangements will be made for a fortnightly or monthly invoice once a client relationship is agreed and made. Late payment of invoices is unacceptable. If not paid in full by the due date and a payment agreement is not made further walks will automatically be suspended until payment is received. If extension is required you will need to phone us to arrange a payment agreement so we can continue regular walks.

Sorry, we do not accept cheques.

