Sandy Paws Co. Terms & Conditions

Bookings Policy

To ensure your pet is comfortable and their needs will be met, all new clients must complete a meet and greet prior to booking confirmation service. Bookings will not be confirmed until this step is completed. Specific visit or walk times are scheduled within the time window, not exact times, unless otherwise agreed. We reserved the right to decline or cancel any booking at our discretion.

Payment Policy

A deposit of 50% of the payment is required when the booking is confirmed. The final balance paid a day before the service starts. For recurring services, payments are processed automatically. If payment fails, bookings are paused until the balance is cleared.

Cancellations, Reschedules, & No Shows Policy

If you cancel one month prior to booking, your deposit will be refunded unless it is in peak season, Dec/Jan/Feb. No refunds during this season. Cancellations made within 24hrs of booking will incur the full booking fee. If we arrive and cannot access the property due to missing keys or locked gates, the visit will still be charged.
If you return from your trip earlier than your originally scheduled date, no credit or refund will be issued for the unused portion. Cancellations due to personal reasons/illness (including COVID) are all subject to the above terms.

Safety & Behaviour Policy

Services are provided only for pets deemed safe to handle. Clients must disclose any history of aggressive pet behaviour/biting incidents etc. before services begin. We reserve the right to modify or discontinue services if a pet's behaviour creates a safety risk.

Medical & Emergency Policy

If we believe a pet requires urgent veterinary care. We will attempt to contact you. If you cannot be reached, our policy agreement allows us to seek veterinary care on your behalf. These costs are to be paid by the owner of the pet.

Property Access Policy

All clients keys are securely stored and kept in a safe location when not in use. Clients must provide a physical key/ key safe/ lockbox or digital entry instructions before leaving. If we are unable to access property at the scheduled time due to incorrect or missing information, we will attempt to contact the owner immediately. If access is still not possible, the visit will be treated as completed and charged in full. We are not liable for security issues resulting from faulty locks, alarms, or unclear instructions.

Weather Policy

Our services run in most weather. Light rain or warm days do not qualify for cancellation. In heavy rain or heat, we may modify it to a shorter amount of time on walks or indoor enrichment. If the weather is unsafe, we may cancel or modify services. These bookings remain chargeable as time and staff have been reserved.

Communication Policy

We aim to respond within 24 business hours. We do not provide support through social media DMs. Disrespectful communication may result in service refusal.

Photos & Privacy Policy

Photos and videos of your pets may be taken during services for client updates and business promotion (e.g. social media, website). No personal information will ever be shared publicly. If you prefer your pet or home not to appear in any marketing content, you may opt out in writing at any time.

Service Limits Policy

Dogs must be assessed as suitable for solo dog walking before booking. Home visits are limited to the booked time frame. Extra pets must be agreed upon in advance and will incur additional fees. A limit of three dogs per owner walked at any one time. Overnight stays include a set arrival/ departure window unless otherwise arranged.

Refunds & Credit Cards Policy

If a service cannot be provided due to unforeseen circumstances of the sitter, a refund will be offered for that portion of the service. No refunds will be issued for early returns or unused services once a booking has commenced. Credit/debit cards, bank transfer or other agreed methods are accepted. Clients may be required to keep a valid card on file to secure bookings and cover any additional charges during the bookings. Any extra services or expenses incurred during the booking will be charged to the card on file with notification provided.

Agreement

By booking our services, you acknowledge to have read and agree with these terms & conditions.