

Sandy Paws Co. Terms and conditions

Bookings and Availability Policy

Clients booking Pet sitting must give a one week's notice minimum. 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.

Bookings are not confirmed until you have received written confirmation. Clients booking solo dog walks must give 1 day notice minimum. Clients booking Pet sitting must give a week's notice minimum. To ensure your pet is comfortable and their needs will be met, all new clients must complete a meet and greet prior to booking a 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 terms Policy

50% of the payment is required a week before services begin and the rest of the amount 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. We do not attend visits with overdue accounts. Repeated failed payments may require prepay only moving forward.

Cancellations and Reschedules, and No Shows Policy

Cancellations within 48 hours are charged 50 %. Same day cancellations are charged in full. If we arrive and cannot access the pet due to missing keys or locked gates, the visit is charged in full.

If you return from your trip earlier than your originally scheduled date, no credit or refund will be issued for the unused portion of the pet sitting service. Cancellations due to personal reasons and illness (including COVID) are all still subject to the above cancellation terms.

Safety and behaviour Policy

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

Medical and Emergencies Policy

If we believe a pet requires urgent veterinary care. We will attempt to contact you. If you cannot be reached, you authorise us to seek veterinary care on your behalf and agree to cover all costs.

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

Photos and 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. Maximum of 3 dogs per walk. Home visits are limited to the booked time frame, additional time, extended care, or extra pets must be agreed upon in advance and may incur additional fees. Overnight stays include a set arrival/ departure window unless otherwise is arranged.

Refunds and Credit Cards Policy

If a service cannot be completed due to circumstances within my control, 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. Any extra services or expenses incurred during the booking will be charged to the card on file with notification provided.

Agreement

By booking services, you acknowledge and agree to these Terms & Conditions.

