



## **Mick's Mutts Dog Walking Services Payment Policy**

### **1. Payment Methods**

Clients may pay using: -

- Bank transfer
- Cash

All payment details will be provided on the invoice

### **2. Payment Schedule**

#### **Regular Monthly Clients** -

- Invoices will be issued monthly in advance, 7 days before the last day of the month.
- Payment is due within 7 days of the invoice date

#### **Occasional /One-off Walks:** -

- Payment is due on the day of the walk unless agreed otherwise in writing.

### **3. Late Payment**

- Payments more than 7 days overdue may incur a late fee of £2 per day.
- Services may be paused until outstanding balances are paid

### **4. Cancellations and Refunds**

#### **Client Cancellations**

- More than 24 hours' notice: No charge.
- Less than 24 hours' notice: Full fee will be charged.
- Same-day cancellations/No-shows: Full fee will be charged.

#### **Walker Cancellations**

- If the dog walker cancels, clients will not be charged and will be offered a rescheduled appointment or a full refund if prepaid.

### **5. Holiday, Weekend and Bank Holiday Rates**

- Walks on weekends or Bank Holidays may incur an additional 15% fee.
- Notice of any additional charges will always be given in advance.

### **6. Emergencies**

If an emergency occurs and I must take the dog to a vet, as per Micks Mutts Veterinary Release Form: -

- The owner is responsible for all veterinary costs.
- I will always attempt to contact the owner first or the nominated Emergency Contact unless immediate action is required



## 7. Weather Policy

Walks will continue in most weather conditions.

- In severe weather (heatwaves, ice, snow and storms), I may shorten the walk for safety, but the full session price will still apply.

## 8. Service Changes

Any changes to rates or policies will be provided