

## **BOOKING & CANCELLATION POLICY**

### **GROUP WALKS - BOOKING POLICY**

Sticks & Bones group walks (Urban Adventure Walks) are set regular groups. We do not accept casual bookings for group walks, group walks require a regular booking of at least one walk weekly.

If you would like for your dog to be considered for a group walk please indicate where asked on the Sticks & Bones Enrolment form. If we assess your dog and consider your dog suitable for group (off leash) walks we will advise you if we have an available group walk slot for your dog to join.

If your dog is accepted to a group walk Sticks and Bones will add your dogs regular walk into our booking schedule / app, and you will be able to view your dogs bookings in our app.

### **GROUP WALKS - CANCELLATION POLICY**

We require 7 days notice of cancellation for any group walk booking service, any cancellation within 7 days will be charged at the standard service rate.

The slot allocated to your dog in a group walk is not filled by another dog should your dog be absent from a regular scheduled walk.

### **HOOD WALKS - BOOKING POLICY**

Sticks & Bones Hood Walk service (one-on-one walk) can be used as a regular or casual service. All clients are welcome to book a Hood Walk service for their dog.

If you choose to have regular Hood Walk bookings Sticks and Bones will add your dogs regular walk into our booking schedule / app you will be able to view your dogs booking in our app. If you would like to use the Hood Walk service on a casual basis you can request bookings for approval via our app.

We require 5 days notice for casual booking to be able to guarantee service, requests at shorter notice will be accepted based on handler availability and subject to a short notice surcharge of \$10 per service.

### **HOOD WALKS - CANCELLATION POLICY**

We require 48 hours notice of cancellation for any Hood Walk booking service, a cancellation fee of \$15 will be charged. Any cancellation received at shorter notice will be charged at the standard service rate.

### **HOW TO BOOK A WALK**

Please request any services via our app.

### **HOW TO CANCEL A WALK**

Please cancel any services via our app.