

Woof N Wag Pet Care

IMPORTANT POLICIES



www.woofnwagpetz.com

MEET & GREET



- Meet & Greet are required for every new client!
- The purpose of a M&G is for you to get to know us, and for us to get to know you and your pet. It is important to ensure your pets comfort as well, and ensure that they can trust us as much as our clients.
- During the M&G, the client must provide a copy of their key and/or code to enter the premises.
- The M&G is not a contract and does not guarantee services, until the invoice/contract is signed and reviewed.



HOURS



- Drop-In Services/Walks are available within the hours of 9:00am and 7:00pm. Our first service begins at 9AM and our last visit begins at 6:30PM.
- Services requested outside of these hours incur an additional \$10 fee per visit.
- Overnight Care is provided from 7:00pm - 8:00am.

PAYMENT POLICY



- Woof N Wag accepts payment via Invoice, Cash or E-transfer.
- If the client prefers to pay their invoice via cash or e-transfer, that must be mentioned prior to the invoice due date.
- We require a 50% deposit on all Overnight Care and select Drop-In Visits within 48 hours of booking. The remainder of the invoice is due by/on the first date of service.

CANCELLATIONS



- We ask that all cancellations be communicated as soon as possible.

Overnight Care/Drop-In Visits*

- 15+ days notice: Full refund including deposit
- 7-14 days: 50% deposit retained
- Less than 7 days: 100% of invoice due

Drop-In Visits/Walks

- Deposit is NOT required
- Cancellations 48 hours in advance: No fees apply
- Cancellations less than 48 hours in advance: 50% cancellation fee applies

*With an invoice total of \$100 and over

HOLIDAYS

All services booked during our holiday dates* (below) will be reflected by our holiday pricing:

- **Family Day** - February (Friday to Monday)
- **Easter** - April (Friday to Monday)
- **Victoria Day** - May (Friday to Monday)
- **Canada Day** - June/July (Friday to Monday)
- **August Long Weekend:** August (Friday to Monday)
- **Labour Day:** September (Friday to Monday)
- **Thanksgiving:** October (Friday to Monday)
- **Christmas/New Year Holidays:** December 22-January 2nd

*Subject to change



WEATHER



- For the safety of your pets, we do not perform walks in heat **over 26 degrees Celsius.**
- We also do not perform walks in temperatures **under -10 degrees Celsius.**
- Under 0 degrees, we suggest that clients provide a coat/sweater for small dogs.
- If extreme heat/cold/thunderstorms arise, we change all walking services to drop-in's.
- Given the nature of our Canadian winters, snowstorms/ice storms may hinder our ability to arrive safely to perform our services. If this occurs, we communicate as far in advance as possible, and do our best to arrange for your local emergency contact to take over care of the pet. If this is not possible, we work with other pet care providers in your area to ensure care for your furry friend.