



## **POOCH & PONY POLICIES & TERMS**

**Everything you need to know about our pet sitting services**

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### **PAYMENT TERMS**

We believe in transparent and flexible payment options to make booking our services convenient for you.

- Payment is due the day of pet sit commencing. Cash or bank transfer.
  - We accept bank transfer, cash or card payments
- Confirmation deposit options available upon request
  - Full payment required to secure your booking
  - Invoices are provided for all bookings

**Flexible Payment Options: Choose from a confirmation deposit, 50/50 split, or full payment on the first day of service. Contact us to discuss what works best for you.**

If you need time to pay due to an emergency you had to go away for please discuss with us.

Clients who have been with us for years and have built trust can continue to pay at the

end of service, however, payment is due within two days of your return. If you need longer, please advise.

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### **CANCELLATION POLICY**

We understand that plans can change. Here's how our cancellation policy works:

Cancellation Timeframe	Refund Amount
14 or more days before booking	100% refund
7-13 days before booking	50% refund
Less than 7 days before booking	No refund

Important: Cancellations must be made in writing via email/text/facebook messenger.  
Please allow 2-3 business days for refund processing.

Emergency Cancellations: If you need to cancel due to an emergency, please contact us immediately. We may be able to work out alternative arrangements.

Early arrivals home or late departures forfeit any monies paid as we had your pet/s booked in for those visits.

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### **EMERGENCY PROCEDURES**

Your pet's safety and wellbeing are our top priority. Here's how we handle emergencies:

- In case of emergency, we will contact you or your emergency contact immediately
  - Your veterinarian will be contacted if medical attention is needed
  - We follow all safety protocols to protect your pet's wellbeing
    - You will be kept informed of any incidents or concerns
  - Emergency veterinary care will be authorised if necessary
  - All incidents are documented and reported to you in detail

During our meet & greet, we'll collect your emergency contact information and veterinary details to ensure we're fully prepared.

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## **BOOKING CONFIRMATION**

Once you've booked with us, here's what to expect

- Bookings are confirmed upon receipt of payment
- You will receive a confirmation email with all booking details
- Our complimentary meet & greet is typically 30-60 minutes
- We'll collect detailed pet information during the meet & greet
  - You'll receive reminders before your booking begins
- Updates of your pets will be provided throughout your booking

**Ready to Book? Schedule your complimentary meet & greet to get started. This is the perfect opportunity for us to meet your pets and discuss their care needs.**

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## **QUESTIONS ABOUT OUR POLICIES?**

We're happy to discuss any questions about our terms and conditions.

Email: [Melinda@poochandpony.com.au](mailto:Melinda@poochandpony.com.au)

Phone: 0435 923 687

Location: Hawkesbury, NSW

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## **ACKNOWLEDGMENT**

By booking our services, you acknowledge that you have read and agree to these terms and conditions. If you have any questions, please don't hesitate to contact us.

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