

## **BOOKING & CANCELLATION POLICY**

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

Sticks & Bones group walks (Urban Adventure Walks) are set permanent groups. We do not accept casual bookings for group walks, and group walks require a permanent booking of at least **1** 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. When we assess your dog and consider your dog suitable for group (off leash) walks we will contact you if when 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.

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

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

If you have permanent Hood Walk booking/s Sticks & 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. 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 **7** days notice for casual booking to be able to guarantee service, requests at shorter notice will be accepted based on handler availability.

### **PERMANENT WALKS - BOOKING POLICY**

By making a booking for permanent services the owner and Sticks & Bones agree to a fixed duration of **6** months of continuous walk services before those permanent services may be terminated by either party, unless termination is by written agreement of the owner and Sticks & Bones. Or if termination is due to a breach of the Sticks & Bones Terms of Service.

The owner and Sticks & Bones agree that interruption to permanent services caused by circumstances such as contractor shortage or other circumstances beyond Sticks & Bones control does not constitute grounds for termination of permanent services by the owner.

### **CASUAL WALKS - BOOKING POLICY**

By requesting a booking for casual walk services the owner and Sticks & Bones agree that any booking request is subject to S&B handler availability, and that all casual service bookings requested are subject to a \$5.00 casual booking surcharge.

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

Any cancellation for any Group Walk booking service, is charged at the standard rate for the booking. 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 Group Walk.

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

We require **7** days notice of cancellation for any permanent Hood Walk booking service, any cancellation within 7 days will be charged at the standard service rate. Any permanent Hood Walks bookings cancelled outside 7 days will be charged at **50%** of the standard service rate. Any cancellation for an Urban Adventure Walk service is billed at the full service rate.

### **CANCELLATION POLICY - CASUAL BOOKINGS**

Any cancellation of a casual booking will be charged at the standard service rate if the booking request has been confirmed by Sticks & Bones.

### **CANCELLATION POLICY - ASSESSMENT BOOKINGS**

Any cancellation of a confirmed assessment booking within 48 hours of the booking will be charged at the standard assessment 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.