Walk-Ci's Payment, Deposit & Cancellation Policy

Policy Statement

Walk-Ci's is committed to providing reliable, professional and high-quality services to all clients. This policy sets out the payment, deposit, cancellation and rescheduling requirements for Walk-Ci's services.

The purpose of this policy is to ensure that expectations are clear, fair and consistent for both Walk-Ci's and its clients.

By booking or using Walk-Ci's services, clients agree to comply with the terms outlined below.

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1. General Payment Terms

- Unless an alternative arrangement has been agreed with Walk-Ci's in advance, payment is due within **7 calendar days of the date the service is provided**.
- The 7-day payment period includes weekends and bank holidays.
- If the payment due date falls on a weekend or bank holiday, payment remains due on that date and will not automatically be extended to the next working day.
- Clients will be informed of the applicable price and payment terms when making a booking.
- Payment must be made using the payment method agreed at the time of booking.
- Walk-Ci's reserves the right to require payment **in full before a service is provided** where appropriate.
- Where payment in advance is required, the booking will only be confirmed once payment has been received.
- Payment dates and agreed payment arrangements must be adhered to unless an alternative arrangement has been agreed with Walk-Ci's in advance.

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2. Deposits

- A deposit may be required to secure certain bookings.
- A booking requiring a deposit will only be confirmed once the deposit has been received.
- Deposits are **non-refundable** where a client cancels a booking.

- Where appropriate and at Walk-Ci's discretion, a deposit may be transferred to an alternative date where sufficient notice has been provided.
- Deposits cannot be transferred where a booking is repeatedly cancelled or changed at short notice, unless otherwise agreed by Walk-Ci's.

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3. Cancellations & Rescheduling

Walk-Ci's understands that circumstances can change and that cancellations may sometimes be unavoidable.

- Clients should provide **as much notice as possible** when cancelling or requesting to change a booking.
- Cancellation or rescheduling requests will be considered in accordance with the specific service terms below.
- Genuine emergencies or unforeseen circumstances will be considered on an individual basis.
- Repeated cancellations or changes at short notice may affect future bookings and may result in different payment or booking arrangements being required.

Dog Walking and Training

- Walk-Ci's requires **at least 24 hours' notice** where possible for cancellations or changes to a booked walk.
- Cancellations made with less than 24 hours' notice **may be charged at the full cost of the booked walk**, as the time has been reserved specifically for your pet and may not be possible to offer to another client at short notice.
- Genuine emergencies or unforeseen circumstances will be considered on an individual basis.
- Repeated late cancellations may result in future walks requiring payment in advance or alternative booking arrangements.

Pet Sitting

- Deposits are required to secure pet-sitting bookings and are **non-refundable**.
- Clients should provide as much notice as possible if they need to cancel or rearrange a pet-sitting booking.
- Where sufficient notice is provided, Walk-Ci's may, at its discretion, transfer the booking to an alternative date, subject to availability.
- Where a booking is cancelled at short notice, the deposit will normally be retained.

Behavioural Consultation Packages

- Behavioural consultations are offered as a **pre-paid package**.

- Full payment for the package is required **before the consultation package begins**.
- Once payment has been received, consultation appointments can be arranged according to availability.
- If a client needs to cancel or rearrange an appointment, they should provide as much notice as possible.
- Appointments will normally be **rescheduled rather than refunded**, as they form part of the pre-paid package.
- Repeated or last-minute cancellations may affect the availability of future appointments and may require alternative arrangements to be agreed.
- The behavioural questionnaire is provided before the consultation so that Walk-Ci's can review the information and prepare appropriately for the appointment.

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4. Late Payment Fee

If payment has not been received by the end of the agreed 7-day payment period, the payment will be considered overdue.

A **£10 late payment fee may then be added** to the outstanding balance.

The client will be notified when a late payment fee has been applied, and the revised balance will become payable.

The late payment fee is intended to cover the additional administration and time involved in following up overdue payments and to encourage payments to be made within the agreed timeframe.

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5. Outstanding Payments

Where an account remains unpaid, Walk-Ci's may:

- Contact the client to request payment.
- Place services on hold until the outstanding balance has been settled.
- Require all future bookings to be paid for in advance.
- Decline future bookings where payment remains outstanding.

Walk-Ci's will make reasonable efforts to communicate with clients regarding outstanding balances before taking further action.

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6. Repeated Late Payments

Where a client repeatedly fails to make payment within the agreed 7-day payment period, Walk-Ci's reserves the right to change their payment requirements.

This may include requiring **payment in full before any future service is provided**.

This may be applied where a pattern of late or missed payments has occurred, even where previous outstanding balances have subsequently been paid.

The client will be informed of any change to their payment requirements before their next booking.

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7. Payment Arrangements

If a client anticipates that they will be unable to make payment within the agreed timeframe, they should contact Walk-Ci's as soon as possible.

Any alternative payment arrangement must be agreed **before the payment becomes overdue**.

An agreed alternative payment arrangement does not automatically remove a late payment fee unless this has been specifically agreed by Walk-Ci's.

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8. Walk-Ci's Cancellations

If Walk-Ci's needs to cancel or rearrange a service due to illness, emergency, extreme weather or circumstances outside of reasonable control, clients will be contacted as soon as possible.

Where appropriate, Walk-Ci's will offer an alternative date or time.

Where Walk-Ci's is unable to provide a service and a deposit has been paid, the deposit may be **refunded or transferred to an alternative date**, where appropriate.

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9. Policy Review

This policy will be reviewed periodically to ensure that it remains appropriate for Walk-Ci's, its clients and the services provided.

Walk-Ci's reserves the right to amend this policy when necessary. Where changes materially affect existing clients, reasonable notice will be provided where appropriate.

Date: 06/10/2026
Review Date: 06/10/2027
Walk-Ci's