

Payment Policy



Dog Walking Services
by Darren Larkin

Invoices must be settled within 24 hours of the invoice Due Date.

Non-payment will result in the loss of the service until the account is settled in full.

Diary Amendment Policy

A scheduled diary date may be changed with at least 48 hours' notice period. It may not always be possible to accommodate a late change, given the diary bookings for that week although everything will be done to try and accommodate where possible.

If the change cannot be accommodated the choice will be to keep the existing booking or to cancel for that week.

Changes requested within a 48 hours' notice period which cannot be accommodated and cancellations requested will incur the full cost of the chargeable fee for the day/s booked and an invoice for payment sent to you accordingly.

You are holding the space on the diary that may fully book the number of dogs walked that day which won't be available to other clients.

Non-payment will result in the loss of the service until the account is settled in full.

Cancellation Policy

A cancellation is considered late when the appointment/s is/are cancelled less than 48 hours before the appointed day/s.

When your appointment/s is/are booked, you are holding a space on the diary that may fully book the number of dogs walked that day which won't be available to other clients.

To be respectful to other clients and their dogs if you must cancel your appointment/s, I respectfully request 48 hours' notice.

Cancelled appointments less than 48 hours' notice, will incur the full cost of the chargeable fee for the day/s cancelled and an invoice for payment sent to you accordingly.

Non-payment will result in the loss of the service until the account is settled in full.

Gaining Access to your Property Policy

If for any reason, I am unable to gain entry to your property e.g. The Key is missing from your safe box, key code has been changed without informing me or you have locked/bolted the door from the inside which is preventing me gaining access to your property then I will provide photographic evidence of my arrival and will contact you in the first instance.

This will be by phone call or text/WhatsApp message.

If the issue cannot be resolved within an acceptable timeframe (due to clients dogs in my vehicle) then your walk will be deemed to be a late cancellation and will incur the full cost of the chargeable fee for the day.

How to Amend / Cancel Your Appointment

If you need to Amend or Cancel your appointment, please text on 07799 543484 between the hours of 09:00-16:30 Monday-Friday.

Alternatively email darrenalarkin@gmail.com