



## **Walks with Olli Cancellation Policy**

All cancellations must be notified by 5 pm of the night prior to the walk.

1. Cancellations **after 5 pm will incur a fee that is equivalent to 50% of the scheduled session.**
2. Cancellations **made on the day of the walk will incur the full cost of the scheduled session.**

Scheduled sessions are those sessions which were confirmed via email at the beginning of the year or upon onboarding.

Cancellations fees will be automatically sent out via invoice. This will occur even when our Adventure packs are in use.

### **Acceptable reasons for late cancellations**

- Injury/ Illness to your dog
- Family emergency - Personal emergency
- Illness or injury to the owner

Circumstances as listed above will not incur a cancellation fee. Our team will always exercise our discretion meaning acceptable reasons for late cancellation are not limited to the above list.

### **Reasons for late cancellation charge**

- Our team were unable to gain access to your dog as the agreed procedure for entry was unable to be followed by our team (example, a key wasn't left out) - Late notification of travel plans.
- Your dog will not be home between our pick-up times for varied reasons that are not listed as an acceptable reason for late cancellation.

Our team aim to be as flexible as possible with our scheduling. Late cancellations have an impact on the safety of our dogs, our team and the financial sustainability of our business. We are extremely grateful for your understanding.