

Pricing & Cancellation Policy

Service Charges

Detailed information on our service charges are as personally quoted. Charges may vary based on the type of service and other factors such as duration and specific needs of your pet. Prices are those that appertain to the year of the booked service. Cancellation charges vary depend on the service and circumstances.

Home Boarding Services

£35 per 24 hours from Monday to Sunday;

Dog Day Care Services

£25 from Monday to Friday (7.30am – 6.30pm);

Weekends are available at the same cost but timings may vary;

We do not charge extra for weekends or any Bank Holidays.

Bathing

I am a Level 2 qualified groomer and can offer bathing in my home for small – medium breeds. Prices dependant on size of the dog.

Pricing & Cancellation Policy

Frequency of payment and cancellation fees:

Home Boarding Bookings: A 50% deposit is required upon booking with the balance due 28 days prior to the stay. In the event you need to cancel at any point and I can fill the place I will refund the total price paid less a £20.00 administration fee.

For a stay longer than three nights as per the terms of our licence your dog must have an overnight stay. This will be charged at our usual rate.

Day Care: Payment must be made in advance monthly. Any cancellations within this period will be non refundable unless I can fill the place. I will do my best to accommodate changes subject to my schedule. If something happens and you are unable to collect the dog before 8.00pm and we have space, your dog can stay in our care overnight and you will be charged £35.00 over night fee in addition to the day care fee(s). Drop offs only after 7.30am and collections at 6.30pm. We cannot collect or drop your dog off unless by prior arrangement or in the event of an emergency. There will be a £5.00 charge for each journey.

Late payment policy:

For the avoidance of any misunderstanding, 'no prepayment, no service'.

Cancellations

- Our 'Policy of Fairness' ensures that we balance the needs of our customers with the operational requirements of our business. For example, if a cancellation is due to unforeseen personal emergencies, we strive to be understanding and flexible.
- Due to limited spaces and the nature of our licensing terms, we have limited flexibility for cancellations.
- Cancellations must be communicated via email for text/whatsapp.
-

Refunds and Reimbursements

- Reimbursements for cancellations that qualify will be processed using the original payment method unless another method is agreed upon.

Our 'Policy of Fairness'

- We treat each case on an individual basis with fairness and transparency at the forefront.
- We will make every effort to fill the space from a cancelled booking.

Changes and Updates

- Our Terms & Conditions, Prices and Cancellation Policy may change, we will post any updates to our social media sites.
- We will inform existing bookings of significant changes with at least 7 days' advance notice, using the contact information provided at the time of booking.

Payment methods

Cash:

Bank transfer:

Contact Us

Please remember, The Dog Den is dedicated to providing the best care for your dog, and we understand that plans can change. We're here to work with you to manage such situations as seamlessly as possible.