

WAITING LIST POLICY





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TERMS & CONDITIONS

At Sinala Cockapoos, we operate a waiting list to ensure that our puppies are matched with committed, well-prepared families. Due to high demand and our focus on ethical, small-scale breeding, joining the waiting list is the first step in securing a puppy from a future litter.

How the Waiting List Works

- Our waiting list operates on a first-come, first-served basis once a completed application has been reviewed and approved.
- To join the list, potential buyers must:
 - Complete a Puppy Application Form,
 - Pass an initial suitability screening (via email, phone, or in-person),
 - Confirm whether they are interested in a specific gender, colour, or litter.
- A non-refundable holding fee of £[Insert Amount] may be requested to secure a place on the priority list (this is separate from the main deposit).

Priority vs. General Interest List

- We offer two list tiers:
 - Priority Waiting List: Reserved for those who have placed a holding fee. These buyers are given first choice in the order received.
 - General Interest List: For those who want to be notified of availability but have not committed with a fee. They are contacted after priority families.

Selection Process

- Once a litter is born, families on the Priority Waiting List will be contacted in the order they joined to confirm continued interest.
- Puppy selection typically begins around 6–7 weeks of age based on temperament, development, and buyer lifestyle.
- While preferences are considered, Sinala Cockapoos reserves the right to recommend the most suitable match for each family.

Expectations from Buyers

- Buyers on the waiting list are expected to:
 - Keep in touch and respond promptly to communication,
 - Be ready to place a deposit when puppies become available,
 - Be flexible with timelines, as we do not guarantee exact due dates or colours/genders.
- Failure to reply within a reasonable timeframe (e.g. 48–72 hours) may result in being moved down the list or removed entirely.

Holding Fee & Deposit Terms

- The holding fee (if applicable) is non-refundable, but is applied toward the final purchase price once a puppy is reserved.
- Once a puppy is offered and accepted, a full non-refundable deposit of \$400 will be required to secure the reservation.

Skipping a Litter

- If a family is not ready when a litter becomes available, they may defer their reservation to the next available litter once without losing their place.
- A second deferment may result in being removed from the list and forfeiting the holding fee.

Removal from the List

- We reserve the right to remove applicants from the waiting list if:
 - They are unresponsive or uncooperative,
 - They no longer meet our suitability criteria,
 - They attempt to negotiate terms outside of policy or show signs of irresponsible ownership.

Transparency & Communication

- We are committed to keeping families informed throughout the process. Updates will be provided on:
 - Breeding plans,
 - Pregnancy confirmation,
 - Litter announcements,
 - Selection timelines and collection dates.

Change of Preferences

- Buyers may update their preferences (e.g. gender, colour, temperament) at any time before a litter is born.
- However, changing preferences may affect your position on the list if it no longer matches upcoming litters.
- We do our best to accommodate changes but cannot guarantee availability based on updated preferences.

No Obligation to Sell

- Being on the waiting list does not guarantee the sale of a puppy.
- Sinala Cockapoos reserves the right to deny a sale at any time if we feel the home is not suitable or the buyer is not fully prepared.
- Our top priority is placing each puppy in a home that is safe, responsible, and aligned with our values.