

Payment and Cancellation Policy

Effective from 23 July 2026

This policy applies to all new bookings made with Forest Dog Tours. Any different terms already agreed in writing for an existing booking will continue to be honoured.

Confirming a booking

A booking is only confirmed once:

- Forest Dog Tours has confirmed the dates and service in writing;
- any required introductory assessment has been completed successfully;
- all requested care and behavioural information has been provided; and
- the required booking payment has been received.

An enquiry or provisional discussion does not reserve dates.

Prices

The total price will be confirmed before the booking is accepted.

Travel is charged at £0.80 per mile for the round trip from our base to the collection and/or drop-off address.

A £25 surcharge applies per booking on Christmas Day and New Year's Day when a walk, sitting service or boarding handover takes place on either date.

New boarding bookings of 7 or more consecutive nights receive 10% off the boarding fees. Travel, extended care and date-specific surcharges are excluded from this discount.

Booking payment

A booking payment of 20% of the total boarding or overnight-sitting charge is required to reserve the agreed dates. This payment forms part of the total price and is not an additional fee.

The remaining balance must be paid no later than seven days before the service begins.

Bookings made within seven days of the start date must be paid in full when confirmed.

Walking, hourly sitting and shorter services must be paid by the date shown on the booking confirmation or invoice.

Accepted payment methods

Payment may be made by bank transfer or another method agreed in advance.

Please use your name and booking dates as the payment reference wherever possible.

Cancelling a boarding or overnight-sitting booking

Please give as much notice as possible if you need to cancel.

The following cancellation charges normally apply:

- 28 days or more before the start date: full refund;
- 14–27 days before the start date: up to 20% of the booking price;
- 7–13 days before the start date: up to 50% of the booking price;
- fewer than 7 days before the start date: up to 100% of the booking price; and
- failure to arrive or provide access without notice: up to 100% of the booking price.

These charges reflect the likelihood that reserved, limited-capacity dates cannot be filled at short notice.

If we fill all or part of the cancelled period with another paying customer, the cancellation charge will be reduced to reflect the income recovered and any costs saved.

A cancellation charge will never exceed the genuine loss resulting from the cancellation.

Cancelling walks or hourly sitting

For individual walks and hourly sitting appointments:

- more than 48 hours' notice: no cancellation charge;
- 24–48 hours' notice: up to 50% of the service price; and
- fewer than 24 hours' notice or no access at the agreed time: up to 100% of the service price.

The charge may be reduced or waived where the appointment is filled or where Forest Dog Tours does not suffer the expected loss.

Changing a booking

Requests to change dates or services are subject to availability and are not guaranteed.

Where sufficient notice is provided, we will try to transfer the booking payment to new dates.

A change that significantly shortens or cancels part of a booking may be treated as a partial cancellation.

Additional nights, visits, mileage or care requirements will be charged at the prices applying to the revised booking.

Late collection and extended care

Dogs must be collected at the agreed time.

Additional care caused by late collection may be charged at the published extended-care rate. If an overnight stay becomes necessary, the applicable boarding rate may also be charged, subject to availability and licensing limits.

Please contact us as soon as possible if you expect to be delayed.

Early collection or unused services

No automatic refund is provided when an owner returns early, collects a dog before the agreed date or chooses not to use part of a confirmed service.

Any refund will take account of services already provided, costs saved and whether the unused dates can be filled by another customer.

Behaviour, aggression and bite incidents

Owners must disclose all known incidents or signs of aggression, biting, snapping, guarding, reactivity, escape behaviour or difficulty around people or other animals before a booking is confirmed.

This includes behaviour occurring at home, during walks, at veterinary practices, with previous carers or in boarding environments.

Failure to disclose relevant information may result in the booking being refused or ended immediately.

An introductory assessment helps reduce risk but cannot guarantee how a dog will behave in every situation.

If a dog bites, attacks or presents an immediate risk to a person or another animal, Forest Dog Tours may take any reasonable action necessary to protect everyone involved. This may include:

- separating and safely securing the dog;
- ending walks, play or contact with other animals;
- administering appropriate first aid;
- obtaining medical or veterinary assistance;
- contacting the owner and emergency contact;
- requiring the dog to be collected immediately;
- arranging safe transport or temporary alternative care if collection is delayed; and
- reporting the incident where required by law, licensing conditions or an insurer.

The owner authorises Forest Dog Tours to obtain urgent veterinary treatment for their dog when waiting for consent could risk the dog's health or welfare.

If another dog is injured, Forest Dog Tours may also seek urgent veterinary treatment for that animal, in consultation with its owner wherever reasonably possible.

The owner is responsible, to the extent permitted by law, for reasonable veterinary, medical, transport, additional-care or damage costs arising from their dog's behaviour.

Responsibility will be assessed according to the circumstances, including any failure to disclose known behaviour and the steps reasonably taken by Forest Dog Tours to supervise and manage the dogs safely.

Forest Dog Tours will keep a written record of any significant biting, injury or aggression incident and notify the affected owners as soon as reasonably possible.

Refunds when Forest Dog Tours ends a booking for safety reasons

If a booking is ended because the dog bites, displays dangerous or unmanageable behaviour, or presents a serious risk to a person or another animal, the owner will not automatically receive a full refund.

Forest Dog Tours may deduct from any refund:

- the cost of care already provided;
- reasonable additional care, veterinary, transport or cleaning costs;
- losses caused by keeping the reserved place unavailable to another customer; and
- other reasonable costs arising directly from the incident or early termination.

Any amount retained will reflect the actual loss suffered and will not be used as a penalty.

Costs saved and income recovered by filling the remaining dates with another customer will be taken into account. Any balance remaining after the reasonable deductions have been made will be refunded.

If the placement is ended because the owner failed to disclose known aggression, biting, reactivity or another important behavioural or medical issue, this may be taken into account when assessing the losses arising from the termination.

Cancellations by Forest Dog Tours for other reasons

If Forest Dog Tours has to cancel because it cannot provide the agreed service, and the cancellation was not caused by the dog, the owner or circumstances outside our reasonable control, all payments for care not provided will be refunded.

Where practical, we will give as much notice as possible and try to help the owner make alternative arrangements. Forest Dog Tours cannot guarantee that suitable alternative care will be available.

Emergencies and exceptional circumstances

We understand that genuine emergencies happen. Please contact us promptly if exceptional circumstances affect your booking.

Any flexibility, credit or refund offered outside this policy will be considered individually. A discretionary decision for one booking will not create an entitlement for future bookings.

Refund payments

Approved refunds will normally be returned using the original payment method or by bank transfer within 14 days.

How to cancel or request a change

Cancellations and changes must be sent directly to Forest Dog Tours by text message, email or another agreed written method.

A cancellation or change is effective when it is received and acknowledged by Forest Dog Tours. Please contact us again if you do not receive an acknowledgement.

Your statutory rights

This policy does not affect your statutory consumer rights.

Nothing in this policy excludes or limits responsibility where it would be unlawful to do so.