



Payment & Cancellation Policy – Forest Dog Tours (2026/27)

At Forest Dog Tours, we aim to keep our payment and cancellation terms transparent, fair, and easy to understand. Please review the policy below for walking, boarding, and sitting services.

Walking

Regular walks are invoiced every Friday, with payment due before the start of the following week. A receipt and dog card (weekly report) will be provided at the end of each week.

Boarding

Boarding is invoiced at the time of booking. A 50% deposit is required to confirm the booking. The remaining balance must be paid no later than one week before the stay begins. Boarding is charged on an overnight (24-hour) basis. A receipt and dog card (stay report) will be provided at the end of your dog's stay. If your dog is collected before the confirmed end date, no refund will be issued for any unused days.

Long-stay offer

Book 7 consecutive nights and receive 1 night free (pay for 6). This offer applies to consecutive nights only and must be booked as one continuous stay.

Travel (EV mileage)

Travel is charged at £0.80 per mile (round trip) to cover vehicle running costs. Mileage is calculated as a round trip from Forest Dog Tours' base to your collection/drop-off address.

Christmas Day & New Year's Day fees

To cover availability and scheduling on key dates, the following surcharges apply: Christmas Day (25 December): +£25 per booking. New Year's Day (1 January): +£25 per booking. These surcharges apply to any walking, sitting, or boarding handovers taking place on those dates.

Cancellations

Cancellations made 14 days or more before the booking start date will receive a full refund. Cancellations made between 14 days and 48 hours before the start date will incur a 50% charge of the total booking value. Cancellations made within 48 hours of the start date are payable in full.