



THE DOG NOOK AT CRANBROOK

Payment Terms & Conditions Policy

The Dog Nook at Cranbrook wants to ensure that there are clear, simple booking terms to help things run smoothly - for you, for us, and for the dogs. Below is everything you need to know about payments, deposits, and cancellations.

Free introductory session

- All new dogs are invited for a 1–2 hour introduction session, completely free of charge.
- This gives us a chance to get to know each other, settle your dog into the space, and check that we're a good match - no pressure, no payment.

Deposits & booking confirmation

- To secure your dog's place, a 25% non-refundable deposit is required at the time of booking.
- This deposit goes toward your final balance and confirms your space in our schedule.
- A deposit helps protect the business from last-minute cancellations and allows us to plan our days safely and fairly.

Cancellations

- If you cancel with more than 48 hours' notice, your

remaining balance (minus the deposit) will be waived or refunded in full.

- If you cancel within 48 hours of your booking, the full balance may still be payable - as we are unlikely to refill your space at short notice.
- Emergency situations will always be treated with compassion and common sense - we're human too.

Payment terms

- Full payment is required in advance, no later than drop-off.
- Payment can be made by bank transfer or cash - details provided at time of booking.
- You'll receive a clear summary of your booking and fees so there are no surprises.

Late pick-up/collection

- Pick-up times are agreed in advance to keep the day running smoothly for all dogs.
- If you are running late, please contact us as soon as possible.
- A late collection fee of £5 per 15 minutes may be charged for arrivals more than 15 minutes after the agreed time, unless previously arranged.
- Repeated late collections may result in a review of future bookings or changes to agreed terms.

Termination of agreement

We reserve the right to end a dog's booking - or future booking arrangements if:

- The dog displays aggressive, unsafe, or consistently disruptive behaviour that puts other dogs or humans at risk.
- Important information was withheld at the time of registration (e.g. known behavioural issues, medical conditions).
- Payments are repeatedly late or bookings are cancelled at short notice on a regular basis.
- The care arrangement is no longer a good fit for either party.

If we ever feel the arrangement is not in the best interest of your dog or others in our care, we'll discuss it openly and honestly. Our priority is always the wellbeing of all animals in the home.

Why it matters

Running a small, home-based service means every booking is personal. Your deposit secures not just a space, but time, care, and attention that's been set aside just for your dog. These terms help keep things fair, clear, and respectful on both sides.