

DOG TREKKERS POLICIES

We thank you in advance for taking the time to read and respect our policies.

Booking

We will always try to accommodate you and your pet in whatever circumstances. However, you must have a New Client Consult done prior to the day you require care. The better we know your dog, the better we can care for him/her. We specialize in small group treks and therefore book up quickly. For dog trekking services we recommend one (1) weeks notice. For overnight care services we recommend 2 weeks notice and if you are looking for care over a statutory holiday or holiday season, we recommend 1 months notice. Notice is not mandatory but greatly increases your chances of getting the service and dates you require.

Cancellations

If you need to cancel a scheduled trek we kindly ask for a minimum of 24 hours notice. Otherwise you may be charged for the trek as we can often fill the spot with some advance notice of a vacancy. Overnight care cancellations require a minimum of one (1) weeks notice.

Treks

Adventure trek - \$25 (1.5 hours in duration) Monday – Friday
Morning trek pick up by 9am, drop off no later than 12pm
Afternoon trek pick up by 1pm, drop off no later than 5pm

Urban trek - \$15 (45 minutes in duration) Monday – Friday
Times vary throughout the day, please call to inquire and arrange times

Payment for treks can be made daily or weekly preferably in advance; however alternative payment options can be discussed. Discount multi-passes and multiple dog discounts are also available.

Overnights

Overnight Check-ins - \$20 (duration varies) Monday – Friday
Evenings only.
Multiple nights/weeks discounts are available.

Payment

Our current methods of payment include cash or cheque. Please make cheques payable to: Dog Trekkers K-9 Adventures. A NSF fee of \$20 will be applied to any NSF cheques.

Our Basic Expectations

Your dog must have/be:

- House trained
- Good indoor behavior ie: not destructive, no continuous barking
- 6 months old to join our treks
- Good off leash recall
- No aggressive tendencies
- Well socialized
- Vaccinated with all shots up to date

Customer Service

At Dog Trekkers we pride ourselves on our customer service and professionalism. Your feedback is important. Please contact us if you have and questions or concerns. We will do our best to make it right!

Conclusion

Our goal is that your experience with Dog Trekkers will be stress-free and positive. We are honored to be able to care for your pets, whether it's for their daily exercise while you are at work or when you go away on vacation. We look forward to getting to know you and your pet!