



# PAYMENT POLICY





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This Payment Policy outlines the terms and expectations regarding fees, payment methods, deposits, and late charges for all services provided by Barnett's Buddies. By booking services with us, you agree to comply with the following payment terms.

## 1. Accepted Payment Methods

We accept the following secure and convenient payment options:

Bank transfer (details will be provided on your invoice or upon request).

Cash payments (by prior arrangement only; must be provided at the start of the service).

PayPal or other online platforms (if offered — may be subject to small processing fees).

Standing orders or regular scheduled transfers for recurring clients.

No cheques or cryptocurrency payments are accepted.

All payments must be made in GBP unless otherwise agreed in writing.

## 2. Payment Due Dates

To maintain smooth operations, timely payments are essential.

Payment for one-off bookings is due in full at the time of booking or no later than 48 hours before the service begins.

For weekly recurring services, invoices are issued in advance and are due weekly on the agreed day.

Pet sitting or overnight care bookings require payment in full at least 5 days prior to the start of the service.

Bookings made on short notice (within 48 hours) must be paid immediately to secure the slot.

Services may be withheld or paused if payment is not received by the due date.

A receipt or payment confirmation can be provided upon request.

## 3. Deposits & Advance Payments

Certain bookings require a deposit to confirm your reservation.

A non-refundable deposit of 25% is required for pet sitting, holiday care, or extended bookings over 3 days.

The deposit amount will be applied to your final invoice.

Your booking is not confirmed until the deposit has been received.

In the event of cancellation, the deposit may be transferred to a future booking at our discretion.

For new clients, we may request full payment upfront for the first booking.

Deposits can be paid via the same methods listed in Section 1.

#### **4. Late Payments**

We understand that delays can happen, but consistent late payments disrupt our business operations.

A late-payment fee of £10 may be applied to any invoice unpaid more than 3 days after the due date.

Continued non-payment may result in suspension or cancellation of services.

If payment is more than 7 days overdue, we reserve the right to pursue recovery action or refer the debt to a third-party collection agency.

We will contact you once before a late fee is applied, giving you a chance to resolve the issue.

Late fees must be cleared in full before future services are resumed.

Repeated late payments may result in removal from our client list.

#### **5. Cancellations & Refunds**

Our cancellation and refund terms are designed to balance fairness and business sustainability.

Cancellations with less than 24 hours' notice may be charged in full.

Services cancelled with 48 hours' or more notice may be eligible for a credit or partial refund (minus any deposit).

No-shows or last-minute cancellations will not be refunded.

Refunds are not issued for early returns once pet sitting has commenced.

If we must cancel a service due to staff illness or emergency, a full refund or credit will be provided.

All refund decisions are at the discretion of Barnett's Buddies.

#### **6. Agreement & Acknowledgement**

By booking services, you confirm that you have read, understood, and agree to the terms of this Payment Policy.

You accept responsibility for ensuring that payments are made on time and in full.

You agree to provide current contact and billing details for invoicing.

You understand that failure to follow this Payment Policy may result in the suspension or refusal of services.

You accept the deposit and late-fee structure outlined above.

You agree to discuss any payment issues with us promptly to avoid misunderstandings.

This policy applies to all services provided unless otherwise agreed in writing.