

Pawgeous Pooches

PAWS for Thought Our Customer Care Policy

What you can expect from the team members at Pawgeous Pooches Ltd

Professional – we provide professional pet care

- 🐾 We have a fun job but understand the importance of taking care of your pet, when you can't.
- 🐾 We make every effort to maintain our consistently high standards, which is reflected in our reputation.
- 🐾 We aim to provide cover where possible if a team member is sick or absent.

Accommodating – we accommodate both you and your pet

- 🐾 We offer tailor-made services to suit both the need of you and your pet.
- 🐾 Trials of any service are available.
- 🐾 We have a flexible 'no-charge' 24 hour cancellation policy for regular services*.
- 🐾 We operate services 7 days a week so you only need to use one company.

Welcoming – we are friendly and approachable

- 🐾 We aim to give you regular updates on your pet so you don't miss out on their fun and frolics.
- 🐾 We can be contacted via different methods.
- 🐾 You can contact the business owner at any time.

Safe – we provide safe pet services

- 🐾 Our team members are fully insured, police checked and hold a pet first aid qualification.
- 🐾 All vehicles are used to transport pets safely to avoid accidents and injuries.
- 🐾 The welfare of your pet comes first.
- 🐾 We never walk more than 6 dogs at a time so we can provide the care that they deserve.

What we ask from you as the client

We ask that you:

- 🐾 Provide us with at least 24 hour's notice if you wish to cancel a regular service* without being charged.
- 🐾 Leave enough pet supplies to help us complete the job successfully.
- 🐾 Leave a towel out so your Pawgeous Pooch can be towelled down and won't leave your home muddy.
- 🐾 Let us know the full history of the pet and keep us up to date on any changes.
- 🐾 Work with us to provide the best possible care for your pet.
- 🐾 Bear with us when a team member is covering for another. We will always try to provide a service but on busy days this may be for a shorter duration or just a visit for a toilet break.

*A regular service is one that is booked every week. For ad-hoc bookings we require 2 weeks notice.