



Refund Policy

Last Updated: August 2023



General Conditions

WalkDogs.ca endeavours to provide the best possible service to all our valued clients. In circumstances where a client feels a refund is warranted, the following policy will apply.

Scheduled Walks

- A. Cancellations made at least 24 hours prior to a scheduled walk will be eligible for a full refund.
- B. Cancellations made less than 24 hours prior to a scheduled walk will not be eligible for a refund due to the operational and staffing considerations involved.

Holiday Surcharges

If a walk that incurs a holiday surcharge is cancelled by the Client, the same cancellation timeline (as mentioned in point 2) applies for refunds. However, the holiday surcharge will not be refunded if cancelled less than 24 hours before the scheduled walk.

Equipment Policy

If a walk is terminated due to non-compliance with the Equipment Policy, as detailed in the main contract, the walk fee for that day will not be refunded.

Service Discrepancies

If a client believes that WalkDogs.ca has not provided the service as agreed upon or described, they are requested to report the discrepancy within 48 hours of the service date. Once reported, WalkDogs.ca will investigate the claim. If the claim is verified, the client may be eligible for a partial or full refund, depending on the nature of the discrepancy.

Refund Processing

Approved refunds will be processed within ten (10) business days. The funds will be returned via the same payment method used for the original transaction unless otherwise agreed upon between WalkDogs.ca and the client.

Changes to the Refund Policy

WalkDogs.ca reserves the right to amend this refund policy at any time. Changes will be communicated to clients in a timely manner and will be effective from the date of announcement.

Queries and Disputes

For any questions regarding this policy or to raise a dispute regarding a refund, clients are encouraged to contact WalkDogs.ca's customer service team directly. Our goal is to resolve any concerns amicably and promptly.

By engaging the services of WalkDogs.ca, the client acknowledges and agrees to the terms set out in this Refund Policy.