

Policies & Procedures

Payment

We expect payment for walking & hiking visits by check on Friday of each week for that week's walks. Please make checks payable to Decadent Dog.

In-home boarding clients will be invoiced via email at the end of our stay.

If you prefer to pay online simply set us up as a payee with your bank's online bill payment service using your dog's first & last name as your account number.

Cancellations

If you need to cancel a visit please do so as early as possible. You will be charged 100% of the visit cost if cancelled with less than 24 hours notice.

Returned Check Fee

There is a \$25 charge for a returned check.

Holidays

We adhere to the schedule of holidays used by the federal government. All services provided on these days will be charged at the Weekends/Holidays rate. A list of these dates is available on our web site at www.decadentdog.com

In-Home Boarding

It is *critical* that you call our main number (877) 677-1100 upon your return home from traveling. You may call this number 7 days a week, 24 hours a day. If you do not call we will assume you have encountered trouble getting home and will call or return within a reasonable time to make sure your pets are OK and will continue our stay until we hear from you.

We appreciate notice from you at your earliest possible convenience whenever travel plans will affect your return home.