




# Our Process





Last updated - October 2023

Pawfolk Ltd, Cobweb Cottage,  
Scott's Corner, Panxworth, NR13 6JF  
Pet Accessories • Pet Boarding • Pet Daycare

## How it works

-  1. We book in a Meet and Greet, to make sure we're all the right fit for each other. (Please refer to detailed info sheet, The Meet & Greet). If all goes well, we then book in a trial stay and pencil in your requested pawliday dates. (This is necessary for ALL new dogs).
-  2. You complete a Pawfile for your dog/s, which must be returned before their first stay/trial session. (Please refer to detailed info sheet - Completing Your Pawfile).
-  3. We book your dates FURmly in the diary, once you have sent a 50% deposit to secure them.

## Please note the following T's & C's!

-  A deposit of 50% (non-refundable, but transferable) will be required to secure your booking, with the remaining 50% payable by booking commencement. Any extras will be invoiced at the end of the stay.
-  Drop-offs and pick-ups outside our opening hours are subject to a £20 surcharge and can only be made by prior agreement. Absolutely NO pick-ups are allowed after 1900h. The surcharge is applicable at the following times:
  - \* Monday to Fridays, before 0700h.
  - \* Saturdays, before 1000h and after 1400h
  - \* Sundays, £20 at any time.

Please contact [claire@pawfolk.com](mailto:claire@pawfolk.com) or WhatsApp 07429613546 with any further queries.