

F.A.Q's

General Booking

Last updated – September 2023



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

Do I visit before booking?

Absolutely! In fact, I insist that you do, so that you can see our set-up and judge whether we're right for your needs. It's also essential for all canines and humans to meet to make sure everyone is happy and can get along!

How do I secure a booking?

I advise you to book in advance, because I only have a limited amount of spaces. It's worth enquiring in case I have any cancellations. All advance bookings will require a 50% deposit to secure, with the remainder to be paid in full before booking commences.

How do I pay?

I offer various options to suit you, from pay as you go, to monthly invoicing or discounted block booking. Currently, I accept payment with cash or bank transfer.

What if I need to cancel?

Booking deposits are non-refundable. You can, however, transfer them to a different date, subject to availability. If you or I can find another boarder/s to fill the cancelled space, I am happy to refund you in full. If you cancel part-way through the booking, you will be charged the full amount. If Pawfolk Ltd needs to cancel your booking (or any part of your booking) for any reason, you will receive a refund of 100% of any money already paid, or a refund for the part of the booking not delivered.

What if I'm running late?

This won't be a problem - BUT please let me know what's happening, and your new ETA. I charge normal rates for each extra hour incurred, or part of day - whichever is cheaper.

What are your opening times and do you close on holidays?

We're open 0700h through to 1900h, Monday to Friday, 1000h to 1400h Saturdays & closed on Sundays. If you need to work around these hours, please feel free to ask me. I am open on all Bank Holidays, but our fees are charged at double the normal rate.

Can you provide transportation?

I can provide transportation for pet stays, but I do not operate as a pet taxi. I charge 45p per mile of each return journey made, and the first mile of each journey is free.

Please refer to www.pawfolk.com Leagle Beagle T's&C's for more detailed terms and conditions.

Please contact claire@pawfolk.com or WhatsApp 07429613546 with any further queries.