

TIME 4 PAWS – FREQUENTLY ASKED QUESTIONS

Q. What are your business hours?

We start bright and early at 6am daily.

All bookings are by appointment only.

We close all public holidays, however negotiable – please contact us for details.

During our holiday breaks, we can provide the details of similar local providers upon request.

Q. What suburbs do you operate in?

Our customer base is in the Sutherland Shire as we are based in [Cronulla NSW 2230](#), however we do travel to the St George Districts.

Please contact us to confirm suburb eligibility.

Should client locality be 7km or more outside of 2230, an additional \$5 single round trip travel fee applies.

Q. Do you walk in the rain?

We walk rain and shine if your pooch is willing and able...!

NB: during moments of extreme weather, to ensure that your pooch has their quality time out of house, we can substitute walks for playtime and many more fun activities upon request.

For more details, please refer to our Extreme Weather Clause within our Terms and Conditions.

Q. Are your team qualified dog trainers?

No, Time 4 Paws is not a registered training company, and our fees reflect this.

We have our Paw Patrol Pack, which is our dog education service and, in most cases, will help with basic obedience.

There are several educational options for you to choose from.

Send us your requirements and we will get back to you promptly.

NB: Should more advanced comprehensive training such as behaviour modification or counterconditioning be required, we recommend you contact a specialist to help with coping strategies. We can also provide the details of local providers upon request.

Q. Are you team experienced?

You're fur baby will be in the capable hands of a team that have more than 21 years' experience in working with dogs.

Credentials such as pet shop owner (10 years), pet industry sales representative (7 years), and walking and minding dogs and puppies since 2017.

We have built up a grrrrreat group of loving furry friends who thoroughly enjoy our company so please, send us your requirements and we will get back to you promptly.

Q. You do not seem to have what I am looking for. Are you open to suggestions?

YES....!

As bespoke services are our specialty, we are ALWAYS willing to help.

Send us your ideas and we will get back to you promptly.



Q. Does your team administer medication?

Under no circumstance will we supply or administer medication.
For more details, please refer to our Terms and Conditions.

Q. Are your team fully insured and Police checked?

Yes, and we have the documentation to prove it 😊

Q. Do you provide quotations?

Yes, our written quotes are valid for 7 days from the date of issue.

Q. Do you match or beat your competitors' prices?

In short, no, as we pride ourselves on understanding and exceeding the needs of our customers, both 2 and 4 legged, whilst performing our services with the utmost care.

We do, however, provide bonuses for regular long-term clients and huge discounts apply for additional known dog(s) collected from the same household and services occur simultaneously.

Q. What amount of time do I need to set aside for my Meet and Greet session?

Our complimentary doggo/owner 'Meet & Greet' occurs in your home prior to the first walk. Allocating 1 hour is advised.

Q. What Covid measures are in place?

Time 4 Paws is a Covid safe environment, complies with NSW Covid guidelines and ensures that all equipment and surfaces are sanitized after each pet.

Q. What happens if I need to cancel?

Bookings cancelled by the client within 24 hours and inaccessible pet(s) will be charged at the full rate. There is no charge for services cancelled by the client prior to this.
Excluding moments of extreme weather, services cancelled by Time 4 Paws will be reimbursed appropriately or rescheduled at the client's request.
For more details, please refer to our Extreme Weather Clause within our Terms and Conditions.

Q. Do you refund?

Services are pro-rata and therefore refunds are not required as we only get paid for services performed.

Q. How do you respond to emergencies?

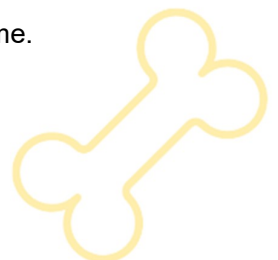
Our team will apply the Australian Red Cross Essential Pet First Aid, notify the client, emergency contacts and nominated veterinarian.
For more details, please refer to our Terms and Conditions.

Q. What happens if I go on holiday? Can you help?

Other services such as minding are available on request.
Send us your query and we will get back to you promptly.

Q. I have a senior dog / I have a puppy. Can you help me?

Yes, our customers range from puppies to senior dogs – all stages and ages welcome.
Send us your requirements and we will get back to you promptly.



Q. How often do you price increase?

We endeavor to provide consistent and competitive prices, however, reserves the right to change prices without further notice. Receipted amounts for services paid will be honored during the time of a price increase.

Q. Do you have gift vouchers?

Stay tuned – coming soon!

Q. Can I buy BULK services?

Yes, please contact us for full details.

Q. What safety measures are in place during times of transportation?

We use the aid of canine seatbelts and a secure, sturdy pet crate to ensure that the client's pet is safe inside the vehicle at all times.

