



Barkers Staycation Bookings & Payment Policy

This policy is intended for clients booking a staycation with Barkers Pet Management. It outlines what to expect from our service, what's required to secure your dogs booking, and how we manage changes, cancellations and our care during their stay.

Each staycation is designed to be calm, comfortable, and tailored to your dog's individual needs. To ensure a smooth experience and protect the structure of this personalised service, please take a moment to review the booking and care policy below.

Where Your Dog Will Be Staying :

Your dog will stay at a peaceful Southern Highlands property, offering a home-style environment with plenty of space, fresh air, and personalised care.

- The property is fully fenced, with multiple secure outdoor areas, including grassed courtyards and shaded gardens for safe play and relaxation.
- Inside, dogs enjoy a calm, climate-controlled home with soft bedding, natural light, and a consistent daily rhythm.
- Numbers are intentionally kept low to ensure a relaxed setting and one-on-one attention.

Bookings :

- A booking fee of 50% of the total staycation cost is required on the day of booking to secure the reservation.
- The remaining balance is to be paid in full before the commencement of the staycation (at least the day before pick-up).
- Bookings made within 7 days of the stay must be paid in full at the time of booking.

Cancellations & Changes :

- Cancellations must be made at least 14 days prior to the start of the stay to avoid being charged the booking fee.
- The 50% deposit will be credited to future bookings if made outside of our 14 days notice period.
- Cancellations made within 14 days of the stay will be charged the booking fee paid.
- Changes to bookings can be made at any time, and we'll always do our best to accommodate them where possible.

Pick-Up & Drop-Off :

- Complimentary pick-up and drop-off is included and will be arranged ahead of time.
- Times are confirmed the week of the stay, based on scheduling and route planning.

Feeding & Medication :

- Please provide your dog's usual food for the duration of their stay to maintain consistency.
- Any medication must be clearly labelled with written instructions and provided in its original packaging.
- Routine medications are administered at no additional cost.

Eligibility :

Staycations are offered exclusively to :

- Dogs who already walk with Barkers regularly, or
- Dogs who have completed a pre-stay meet-and-greet/assessment

All dogs must be :

- Calm, well-mannered, and able to settle in a home environment
- Social, with no signs of dog reactivity or resource guarding
- Up-to-date with vaccinations and flea/tick prevention

Thank you for trusting me to care for your dog in a calm, home-style setting. I'm proud to offer a staycation experience focused on familiarity, safety, and wellbeing. When making or paying for a staycation you agree to these terms.