Walkies Ltd. Terms & Conditions

1st February 2021

1. All customers will be deemed to have accepted Walkies Ltd terms & conditions (as laid out here) on signature of the ‘Walkies Welcome Pack’.
2. Walkies will not confirm any booking until the initial consultation has been carried out with the customer and all forms and relevant paperwork has been filled out and returned to us (via email or by hand).
3. Full payment for services (agreed either at the time of booking or subsequently) is to be made within 30 days of receipt of invoice (for dog-walking and training services) via cash or BACS. If payment is not made within this time Walkies reserves the right to add a small charge of 2.5% to the bill each day it is overdue.
4. The customer must provide all items necessary for pets to be adequately cared for in their absence (food, medication, leads, tags, collars, harnesses, cat litter etc.). Should pets require any additional supplies whilst in the care of Walkies, these will be purchased and added to the invoices.
5. Walkies will provide waste bags and ensure that all dog faeces is removed from all public grounds.
6. The customer must provide Walkies with the name and contact number of someone of making emergency decisions on their behalf. If the contact is not available, Walkies reserves the right to consult a veterinary surgeon and make a decision which is in the best interests of the animal.
7. The customer is responsible for any veterinary bills which need to be paid whilst their pets are under Walkies’ care.
8. Walkies must be alerted to any behavioural problems with their pets at the time of booking. Failure to do so may result in the termination of our services or additional charge.
9. Walkies holds Public Liability insurance however customers should also hold personal pet insurance.
10. Walkies will care for your animal as you would, and we will make every effort to ensure that your pet is well looked after in your absence.
11. Customer confidentiality will be maintained at all times. Customer details will be kept private and only used for the care of your pet(s).
12. The customer will be notified of any occurrences regarding the dog(s) which may be important for the wellbeing of the dog(s).

Dog Walking

1. We ask that you make us aware of any cancellations as soon as plans change. Although we do not charge for cancellations, we will appreciate being able to fill your booked slot with other bookings where possible.
2. All dogs must be fully vaccinated and on a regular flea and worm control.
3. Walkies reserves the right to cancel our sevices at any time and with immediate effect if the dog does not respond well to the walker and/or other dogs.
4. Walkies’ walkers will apply personal judgement and cut a walk short if necessary because of extreme weather conditions (i.e. heat, thunderstorms etc) for the safety of both the dogs and the walker.
5. If dogs require towelling off after walks, our walkers carry some towels themselves but we also request that towels are provided by the customer and left by the front door for extra drying.

Pet Feeding

1. Walkies will take extra care to ensure that your home is safe and secure in absence, however Walkies cannot be held responsible for any burglaries or damage caused by your pets.
2. The customer must provide all items necessary for your pet to be adequately cared for in the customer’s absence.
3. Walkies must be made aware of cancellations as soon as there is any change in plans. We will not charge for cancellations.

Dog Boarding

1. To secure a booking we will require a 50% non-refundable deposit, within 7 days of making the booking. Should the dog’s stay be cancelled less than 10 days to admission, full payment will be required.
2. Walkies takes great pride in the care of any animal in their care, however, cannot be held responsible for any loss, accident, injury or death caused to any animal while in their care.
3. All dogs are to have up-to-date inoculations (including Kennel Cough) and be de-flead and wormed prior to staying with us.

Dog Training and Socialisation

1. An initial consultation is to be carried out prior to acceptance.
2. Payment is required in full after each session is completed.
3. Requirements for each training session will be discussed at the beginning and end of every session to ensure the owner’s requirements have been covered.
4. The number of visits required shall be agreed between Sam Wilkins and the owner to ensure the quickest and best outcome.
5. Home visits can be booked in multiples of three.

We shall perform on the agreed services in an attentive, reliable and caring manner and the customer does hereby agree to provide all necessary information to assist us in this performance.