



Dog Walking Terms and Conditions

Equipment

Dogs must wear either a flat buckle collar or harness (provided by their owner) on walks. They must be microchipped and have an identification tag with owner's details in adherence with the law. Dogs will not be walked on choke/check collars.

I can provide leads and 10m longlines.

- Vehicle

Theo & Friends vehicle is wiped clean daily with anigene and given a more thorough clean once a week.

Dogs will travel in individual crates, lined with non-slip vet bed for your dog's safety and comfort. Dogs will only share crates if requested by the owner, and where dogs are from the same household.

- Toys

Toys are offered throughout walks. They are regularly washed. I tend to use Kong stix, tuggers, balls etc.

Off Leash

Dogs will only be walked off leash with their owner's permission AND if they are able to demonstrate a reliable recall. Otherwise dogs are walked on Halti leads or 10m longlines.

After you have given permission I will ensure your dog's recall before letting it off lead. I do this using an Acme 210.5 whistle to recall, and offer positive reinforcement by way of food, toys and praise. If this interferes with any of your own training, please feel free to discuss this with me.

Vaccinations

Dogs must be up to date with their vaccinations or have proof of an up to date titer test for the safety and welfare of all customers.

Weather

Every effort will be made to walk your dog no matter the weather conditions with the following exceptions;

- Extreme Heat

During times of extreme heat dogs will be taken to shaded areas to enjoy play time rather than strenuous walks. Water will be freely available. This is to avoid dogs overheating and possible health implications.

Where the weather is too hot even for play time, customers will instead be offered a home visit service at the usual home visit price. Any customers who are offered home visits instead of walks but who do not require this service will be entitled to a full refund or a credit to their account.

- Extreme Snow/Ice

Whereby it is unsafe to drive the Theo & Friends vehicle a decision will be made with regards to services being provided.

Where possible, if unsafe to carry dogs by vehicle a home visit service will be offered instead at the usual home visit price. Any customers who are offered home visits instead of walks but who do not require this service will be entitled to a full refund or a credit to their account.

Customers can expect regular contact during these times with regards to the status of services.

Training

I am not qualified nor insured to offer advice on training. If you are having difficulties with your dog I am happy to recommend trainers in your area.

However, I am happy to work with you to ensure that I am not counteracting any training you are doing.

Payment

Payment must be received at least 24 hours before services are due to start. Regular customers will be invoiced weekly for next weeks services. Non-payment may result in cancellation of services.

Payments can be made by PayPal, bank transfer or cash.

Cancellation

Cancellations by customers must be made 24 hours in advance of the service starting. Customers will be offered either a full refund or a credit to their account dependant on preference.

Any cancellations made by me will be refunded in full or customers can choose to have a credit to their account.

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