



## Terms & Conditions

### TERMS & CONDITIONS ("The Contract")

1. By a) enrolling a dog with, b) permitting a dog to attend, or c) accepting the services of Walkies, the client is deemed to have accepted these Terms and Conditions.
2. Whilst your dog is in the care of Walkies, every effort will be made to ensure your dog is kept safe. Walkies may act in the client's absence as guardian of their dog and may perform or take any action deemed necessary in order to protect and keep the client's dog in good health.
3. In order to attend and ensure a safe and responsible group environment, all attending male and female dogs that are one year old and above must be neutered or spayed. Female dogs below the age of one that come into season cannot attend Walkies sessions for at least 4 weeks.
4. The client confirms their dog has no previous record of aggressive or anti-social behaviour and has made a full disclosure of any characteristics and/or traits that might make their dog unsuitable for socialising with other dogs.
5. In the event of exceptional circumstances and to maintain the safety of dogs and/or humans, crates or separation areas may be used when required. The client consents to their dog being crated or safely separated for a limited time in appropriate circumstances.
6. Should a client's dog display aggression or behaviour that is deemed unsuitable by Walkies, Walkies reserves the right to withdraw the dog from future sessions with immediate effect.
7. All dogs are required to wear collars with a name tag that includes the owner's emergency contact details.
8. The client gives permission for their dog(s) to be walked off-lead on private, securely fenced land.
9. The client agrees to ensure that their dog(s) will be kept up to date on all vaccinations, de-worming and de-fleaing.
10. Walkies may provide dog-appropriate treats during sessions. The client agrees that they are responsible for informing Walkies of any known allergies during registration and for notifying Walkies immediately of any new allergies. Walkies is not responsible for any result of an adverse/allergic reaction to dog-friendly treats.
11. Dogs may be transported with other dogs in company's vehicles. The client agrees that Walkies cannot be held liable for death or injury to their dog in the event of a motor vehicle accident.
12. Walkies may hold the client's house keys for collection/drop-off purposes. The client is responsible for making arrangements with their own insurers regarding this.
13. The client provides consent for their dog's image to be used in photo or video format on Walkies promotional material and social media, or in any format Walkies considers appropriate.

14. Walkies operates Monday to Friday. Sessions will not run on weekends, Bank Holidays or during the Christmas Festive Week (Christmas Day to New Year's Day).

## Service and Payment Terms

16. Walkies operates on a fixed, regular schedule, with dogs attending on agreed days each week.
17. Services are billed weekly in arrears. Invoices are issued every Friday and are payable within 1 working days of the invoice date. Payments are securely charged via the booking and payment system used by Walkies.
18. The agreed weekly rate covers the dog's 3-hour Walkies session(s) on the regular scheduled day(s).
19. If the client cancels a session with less than 48 hours' notice, the session remains chargeable in full.
20. If the client cancels with more than 48 hours' notice, Walkies will not charge.
21. If Walkies is required to cancel a session within the 48 hours' cancellation policy (including for staff absence or adverse weather) and it is at no fault of the client, Walkies will provide the option to reschedule or issue a refund at its discretion.
22. Regular attendance days can be amended subject to availability and one week's notice.
23. One month's written notice is required to cancel this contract. The client agrees to provide such notice or pay the equivalent amount due during that period.
24. Walkies reserves the right to terminate this contract with immediate effect if deemed necessary for safety, welfare, or operational reasons.

## Limitations of Liability

25. The client agrees they are able to insure their dog under a suitable pet insurance policy. Clients are advised to notify their insurers of the Walkies arrangement to ensure coverage.
26. The client will take responsibility for any costs incurred (veterinary or other) as a result of any damage, accident, or sickness caused to or by their dog and will pay any such costs or expenses on demand.
27. Walkies' total liability to the client, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract shall be limited to £1,000 or the total fees paid under the Contract, whichever is lower.
28. Limitations of Liability clauses shall survive termination of the Contract.

## Adverse and Extreme Weather Policy

Walkies' main principle is to ensure the safety, wellbeing, and enrichment of every dog in our care. Sessions take place in a controlled, private environment, with a balance of exercise, socialisation, and rest suited to weather conditions and individual dogs.

Walkies operates outdoors on private land and aims to continue sessions in most weather conditions. However, we reserve the right to adjust, shorten, or cancel sessions to protect the welfare of dogs and staff in the following circumstances:

- **Extreme heat** (30°C and above)
- **Heavy snowfall**
- **Strong winds**
- **Freezing conditions** (0°C and below)

For **adverse conditions** (temperatures above 25°C or below 5°C), sessions may be shortened or altered in activity level.

If Walkies takes the decision to reduce hours due to adverse weather, no refund will be issued.

If Walkies closes entirely due to adverse or extreme weather, clients will be offered either an alternative day or a 50% refund.