Plenty Paws

Group Dog Walking

Terms & Conditions

1. Service and price

Group walks are currently priced at £16.50 per dog for a one-hour walk. Any agreed discounts or alternative rates will be confirmed when booking.
Collection and return journeys are additional to the walking time. Where a walk needs to be adapted for a dog's welfare, the provisions below apply.

2. Suitability and meet-and-greet

A meet-and-greet is required before we accept a dog for group walks. Acceptance depends on whether we can safely meet your dog's needs within a suitable group.
We consider each dog's temperament, confidence, play style, health and behaviour when arranging groups. Suitability is reviewed throughout their time with us.
If group walking no longer meets your dog's needs, we will discuss this with you and recommend appropriate alternatives. We may suspend group walks immediately where necessary to protect the welfare or safety of your dog, other dogs or our team.

3. Regular bookings

Regular bookings reserve agreed walking slots on an ongoing basis.
At least four weeks' notice is required to cancel, reduce or end regular bookings. Booked walks falling within the notice period remain chargeable, subject to applicable statutory rights and any reduction in our losses through replacement bookings or costs saved.
Additional walks are subject to availability and must be confirmed by Plenty Paws.

4. Cancellations and communication

Cancellations and requests to change bookings may be communicated by email, message or phone call.
Please notify us as soon as possible if your dog will not need their booked walk. The notice requirements for regular bookings continue to apply.

5. Staff absence and emergency cover

Regular group walks are covered by our emergency cover policy. If your usual walker is absent, we will arrange cover with another member of the team in accordance with that policy.
Your dog may therefore be walked by a different team member, and we will communicate any necessary changes to the usual arrangements.
If exceptional circumstances prevent us from providing the service, we will notify you as soon as possible. You will not be charged for a service we cancel, and any payment already made for that service will be refunded.

6. Access to your dog

Owners must ensure that their dog is present and that the team member can access the property using the agreed arrangements.
If we cannot gain access, or your dog is not present when we arrive, we will attempt to contact you. The team member will allow a reasonable period to resolve the issue, taking account of the group's welfare and the remaining collection and walking schedule.
Time spent waiting, contacting you or resolving access difficulties may reduce the walking time available to your dog. We cannot delay the group indefinitely or guarantee an extended walk or a return visit.

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The full booked service price remains payable where the difficulty arises from the owner's access arrangements or the dog's absence.
If the circumstances raise concerns about the welfare of the owner or dog, the team member will assess the situation and take appropriate action. This may include contacting an emergency contact, making enquiries with neighbours or calling the emergency services where necessary.

7. Health, behaviour and equipment

Owners must provide accurate information about their dog's health, behaviour and handling needs, and promptly tell us about any changes that could affect safe participation in a group.
This includes illness, injury, medication, seasons, signs of infectious disease, escape attempts and incidents involving people or other animals.
Dogs must have a suitable, secure collar or harness and any other equipment agreed with Plenty Paws. We may decline collection where a dog cannot be transported or walked safely.

8. Lead walking and off-lead exercise

Dogs will initially remain on lead while we get to know them and assess their responses, recall and suitability for off-lead exercise.
Off-lead exercise requires the owner's permission and remains at the walker's discretion, taking account of the dog, surroundings and other animals or people present. Owner permission does not guarantee that a dog will be let off lead.

9. Weather and welfare

Your dog's welfare will always guide the service we provide. Our team will never carry out an activity that they reasonably believe would negatively affect a dog's welfare.
Where weather conditions make the planned walk unsuitable, we will recommend an appropriate alternative. This may include an adapted or shorter walk, a toilet visit, indoor enrichment, play or companionship, depending on your dog's needs and the practical arrangements.
We will contact you to explain the concern and agree an appropriate alternative wherever practicable. Where an alternative service is provided, the normal booked rate applies.

10. Invoicing and payment

Clients are invoiced at the end of each month. Payment is due within 30 days of the invoice date.
For clients who choose to pay by Direct Debit, payment will normally be collected around the 15th of the following month, unless otherwise arranged. The collection date and amount will be confirmed in advance through the Direct Debit notification.

11. Related policies and statutory rights

These terms apply alongside the other policies and consents supplied to you, including emergency veterinary care, transport and key-handling arrangements where applicable.
Nothing in these terms affects your statutory rights.

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