Plenty Paws

One-to-One Dog Walking

Additional Terms & Conditions

1. Service and price

One-to-one walks provide one dog with one walker. Walks involving more than one dog from the same household fall under a separate policy.
The current price is £18 per 30-minute service. The 30 minutes covers the entire appointment, including accessing the property, preparing your dog, walking, any cleaning required and settling your dog afterwards.

2. Bookings and availability

One-to-one walks fall under our ad-hoc booking policy and can be booked up to one calendar month in advance.
All bookings are subject to availability and are only secured once confirmed by Plenty Paws. Booking a walk does not reserve an ongoing weekly slot.

3. Cancellations and changes

Bookings can be cancelled without charge by giving at least 48 hours' notice before the scheduled start time. Cancellations may be communicated by email, message or phone call.
Cancellations with less than 48 hours' notice are charged at the full-service price, subject to applicable statutory cancellation rights. If we refill the slot or otherwise reduce the loss caused by the cancellation, we will reduce the charge accordingly.
Requests to move a booking with less than 48 hours' notice are treated as a cancellation of the original booking and a request for a new booking, subject to availability.

4. 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 within the booked appointment to resolve the issue, taking into account their remaining schedule.
Time spent attempting to contact you, waiting or resolving access difficulties forms part of the booked service time and will reduce the time available for your dog's walk. The appointment will end at its scheduled time, and the full-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.

5. 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 your dog's welfare.
Where weather conditions make the planned walk unsuitable, we will recommend an appropriate alternative, such as a shorter outdoor toilet break combined with indoor enrichment, play or companionship.
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.

Plenty Paws CIC

Plenty Paws CIC: 14713319
Woking, GU21
07891058794

Plenty Paws

6. Staff absence and emergency cover

One-to-one walks are excluded from our emergency cover policy. A replacement walker is therefore not guaranteed if your walker is absent.

If we cannot provide your booked service, we will notify you as soon as possible. You will not be charged, and any payment already made for that service will be refunded. An alternative appointment may be arranged by mutual agreement.

7. 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.

8. General terms

These terms apply alongside our general dog-walking terms and conditions. Where these additional terms differ from our general booking, cancellation or emergency cover policies, these terms apply to one-to-one walks.

Nothing in these terms affects your statutory rights.

Plenty Paws CIC