



Barkers Dog Walking and Payment Policy

This policy outlines the terms for clients using our dog walking service. It's designed to support a consistent and reliable experience for both dogs and their owners. Our group walks are calm, structured, and social – offering more than just exercise, but also enrichment and routine.

Service Overview :

- Walks are conducted in small, well-matched groups and run for one full hour (not including travel time).
- Dogs are on-lead, unless they have demonstrated safe and reliable off-lead recall.
- Pick-up and drop-off is included and carried out from your home.
- All walks take place at the same location, chosen to provide a safe, familiar, and low-risk environment that helps reduce anxiety and support positive behaviour.

Booking Structure :

- Most clients secure a recurring weekly spot, which helps dogs thrive through routine and familiarity.
- Casual bookings may be accommodated depending on availability, though priority is given to regular clients.
- New dogs must complete a trial walk or assessment before joining a group.

Cancellations & Changes :

- At least 24 hours' notice is required to cancel or reschedule a walk.
- Cancellations made with less than 24 hours' notice will be charged in full.
- You're welcome to make changes to recurring bookings at any time, and we'll always do our best to assist.

Pick-Up & Drop-Off :

- Included in the service and coordinated based on route planning and group structure.
- Dogs should be ready for collection during the agreed time window and secured in a safe area for easy handover.

Dog Requirements :

To ensure safety and harmony on group walks, dogs must:

- Be friendly, social, and comfortable in a group setting
- Have no signs of dog reactivity or resource guarding
- Be fully vaccinated and up to date with flea/tick prevention
- Have reliable on-lead manners and, if off-lead, proven recall

Dogs showing consistent behavioural concerns may be paused or referred to a one-on-one setting until reassessed.

Payments & Invoicing :

- Invoices are issued weekly or monthly, depending on your preference.
- Payment is accepted via credit or debit card, securely processed online.
- Outstanding invoices must be settled before new bookings can be confirmed.

Thank you for choosing Barkers Pet Management. My goal is to offer calm, enriching walks that build trust, wellbeing, and consistency for every dog in my care. When booking or using this service you agree to these terms.