

Barkbrigade walking services

By using Barkbrigade walking services, you are agreeing to the following terms and conditions.

Interviews and bookings

- An initial meeting is necessary before accepting a dog into walks
- Meetings are held in the client's own home or a trial walk can be arranged.

Confidentiality

- Information given will not be divulged to anyone other than to vets when required.

Barkbrigade will collect and walk dog on agreed days from the customers own home, unless otherwise stated.

Barkbrigade reserves the right to walk other dogs at the same time, but the number will not exceed 6 walking dogs unless an individual walk has been Booked.

The customer will either ensure that access is given to Barkbrigade to collect the dog from the agreed address or provide a key to the property.

Access to the property must be straight forward, if unable to gain access after making reasonable effort, the walk will still be charged in full.

The owner must supply suitable and well fitted collars, harnesses and leads, also any coats or other accessories the customer wishes us to use.

By law all dogs must wear identification tags.

Walks must be paid weekly unless otherwise arranged, failure to pay will result in walks being cancelled.

Walks will be charged in full if cancelled on the day.

Dogs that have set days will be booked in automatically, when days vary customers must let barkbrigade know by the friday, a reminder is usually sent out but not guaranteed.

All dogs must be well behaved, and a certain level of obedience and no aggression issues towards dogs or humans, if we find that the behaviour of the dog is unacceptable walks will stop immediately.

Barkbrigade must be informed if the dog cannot socialise with other dogs and an individual walk must be booked.

Barkbrigade will keep the dog on lead whenever out of the house unless authorised by the owner, and a signature will be needed for this,

Remembering off lead dogs always carries a risk of loss or injury.

Barkbrigade reserves the right to decide if a dog needs to be kept on lead due to behaviour issues even if the owner states otherwise.

Barkbrigade informs you we will walk dogs without immunisation up to a 3, year period, anything above this we will ask for titre test results.

Any signs of illness coughing, sickness or diarrhoea barkbrigade must be informed to prevent spread of infection, when we arrive, and we feel the dog is unwell a toilet break will be provided and charged at full price of walk.

Emergency vet visits will take priority over walks for any dogs in barkbrigade's care, and we cannot guarantee contacting you while emergency is in progress as the owner concerned will take priority, but we guarantee that toilet breaks will be provided.

Unforeseen circumstances may happen e.g. adverse weather, vehicle breakdown or illness, it is the customers responsibility to have an emergency action plan in place.

During the summer months barkbrigade reserves the right to make a decision to cut a walk short due to the dangers of dogs overheating.

Customers can state what their preferred time of walk or visit is to be carried out at, but we cannot guarantee this can be adhered to, but we always try our best to comply with the customer's request.

Barkbrigade acts as guardian during owner's absence and will take action when he/she consider suitable in order to protect and keep dog(s) in good health, I do further confirm that the owner is responsible for any costs which might be incurred either veterinary or other as a result of sickness, accident or damage caused by the dog.

Barkbrigade will give 1 months notice for holidays being taken by any of the walkers, situations do occur where less notice may be given. No cover is provided.

If the dog is not booked in for more than two weeks, spaces will not be held unless otherwise arranged with a retainer being paid, retainer is calculated on the amount of days which are needing held.