



FREQUENTLY ASKED QUESTIONS

Q. Will my dog(s) be allowed off the lead?

A. With your written consent, and if it is appropriate and safe to do so, your pet(s) will be allowed off the lead for parts of the walk allowing them to really stretch their legs.

Q. Can I use the Home Visit service whilst I am on holiday instead of boarding kennels?

A. No, Home Visits cannot be used as a substitute for boarding kennels whilst you are away from home for a long period of time.

Q. What happens in case of emergency?

A. We first call you, the owner, to discuss the situation and to sort out the best plan of action, if you cannot be reached and medical attention is required we will take your pet to the vet designated by you or the nearest to our current location depending on the nature of the emergency.

Q. What security measures do you have?

A. Your house key will be kept secure and separate from personal information and the key cannot be identified as belonging to any property (i.e. the address is not kept on the key), in the event of your key being lost or stolen we will advise you.

Q. Are you insured?

A. Yes, we fully insured, this includes key cover and car insurance should your dog be traveling in the car. Feel free to ask to see a copy of our insurance certificate.

Q. What do I do if I have to cancel?

A. Please contact us by email or telephone giving at least 24 hours notice, for no charges to apply. Anything longer than 24 hours notice will be charged at the agreed rate for that service.

Q. What happens if *Walkies Thame* have to cancel?

A. Under normal circumstances we will give at least 24 hours notice should we have to cancel your dog's walk. With regards to holidays, *Walkies* will need a holiday too, so when *Walkies* are on holiday, as much notice as possible will be given, (usually about a month in advance) allowing you to make alternative arrangements should you need to do so.

Q. My dog has not been spayed or neutered, can they still be walked?

A. This can be discussed at the initial consultation; however this may limit your dog to a 1:1 walk only.

Q. Do you take bitches in season?

A. No. It is our policy to never take a bitch which is in season.

Q. I only require occasional walks for my dog(s), can you help?

A. Yes. We are happy to provide services as and when you require, assuming we have diary availability.

karen@walkiesthame.com

