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# CLIENT WELCOME PACKET

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[www.woofers-go-walking.org](http://www.woofers-go-walking.org)

07852290440

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# WELCOME & WOOF!

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## **Welcome to Woofers Go Walking**

Thank you for choosing Woofers Go Walking. We are delighted to welcome you and your four-legged family member to our pack.

At Woofers Go Walking, we know that every dog is unique. Whether your pup loves making new friends on group walks, enjoys peaceful one-to-one adventures, or simply needs a caring drop-in visit during the day, we are here to provide safe, reliable, and loving care tailored to their needs. Based in rural Essex and surrounding villages, we specialise in countryside walks that give dogs the chance to explore, exercise, and enjoy the outdoors.

Your dog's happiness, wellbeing, and safety are always our top priorities. We are fully insured, DBS checked, and trained in canine first aid, giving you complete peace of mind while your dog is in our care.

We pride ourselves on building trusted relationships with both dogs and their owners. From the very first meet and greet, we take time to understand your dog's personality, routine, and individual needs so we can provide the best possible experience.

When your dog joins Woofers Go Walking, they become part of our extended family. Expect muddy paws, wagging tails, happy faces, and a tired pup ready for a cosy nap after their adventure.

We look forward to getting to know you and your dog, and to many wonderful walks ahead.

**Welcome to the Woofers Go Walking family.**

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# MEET THE TEAM

[www.woofers-go-walking.org](http://www.woofers-go-walking.org)



## **Bethany Putsburgh**

Beth owns Woofers go Walking, she is qualified in K9 Behaviour, She specialises in working breed and dog socialisation, she owns two dogs Lumos a German Shorthaired Pointer and Pepper a Sprocker Spaniel



## **Sarah Bell**

Sarah is one of our Walkers she is every dogs favourite (its the treats), she has a lovely little puppy called Bea know on social media as the LabRat litter or to us the land shark, she is a Labrador cross Jack Russle Terrier.



## **Paige Mitchell**

Paige is another one of our walkers, previously a kennel hand she is dog crazy she has her own little sidekick Tilly a Cocker Spaniel who comes out on all her walks with her. Paige has lots of experience with working breeds

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# OUR SERVICES

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## DOG WALKING PRICE LIST PLUS VAT

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COUNTRYSIDE PACK WALK	<b>£16</b>
SIGNATURE EXPLORER WALK	<b>£30</b>
ADDITIONAL HOUSEHOLD DOG	<b>£6</b>
SIGNATURE ADVENTURE WALK	<b>£25</b>
SIGNATURE EXPRESS WALK	<b>£20</b>
ADVENTURE DAY EXPERIENCE	<b>£50</b>
ADHOC DOGS FOR COUNTRYSIDE PACK WALK	<b>£18</b>



## HOUSE SITTING

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OVER NIGHT STAYS PER DAY	<b>£45</b>
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# OUR SERVICES

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## EXTRAS

PLUS VAT

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GARDEN POO PICKING **£10 PER 15 MINS**

POST WALK MUDDY/SMELLY DOG BATH (SHAMPOO PROVIDED, DOG WILL BE TOWEL DRIED) **£10**

LOOSE LEAD WALK PRACTICE **£5**

RECALL PRACTICE **£5**



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## THE WOOFERS CLUB

- Christmas dog gift package
- Birthday bandana/photo package
- One-to-one training reinforcement
- Recall practice
- Loose lead walking practice
- Tasty chew to enjoy after

**£60 PER MONTH ON TOP OF THE ORIGINAL BOOKED SERVICE**



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# LATE PAYMENT POLICY

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Just a quick reminder to all PAW-RENTS!

To keep all paws walking and everything running smooth, we politely ask that all invoices are paid on time, by the (1st of the month). Unfortunately failure to pay invoices on time will result in the cancellation of all future walks until payment is made in full and upfront payments will be required in the future.

As in our Terms and Conditions:

Late Payment of Commercial Debts Act 1988 amended 1998 & 2002, We as a company reserve the right to impose a £2.50 initial late payment fee if a payment is more than three days overdue, then £0.50 charged daily from the fourth day until payment is received in full.



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# CANCELLATION POLICY

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Clients must ensure that their requirements for the following week are emailed or text to us no later than the Friday evening before the new week, we will always try to accommodate last minute bookings, however it is not guaranteed that all requirements can be adhered to.

Cancellation: -

You may cancel your booked slot, provided you have given a minimum of 48-hours' notice, you will not be charged fully. However, if cancellation is made within 48-hours of the walk commencing, the full rate will be charged.

All regular bookings will be required to pay a 25% retainer fee if they do not require their regular day for any reason.

With regards to pet sitting/ boarding cancellations made within a week of the start date require full payment and no refunds will be provided.



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# SAFETY AND WELFARE

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At Woofers Go Walking, your dog's safety, comfort, and wellbeing are always our highest priority. Weather conditions are carefully assessed each day to ensure all walks are safe and enjoyable.

## **Hot Weather**

During periods of high temperatures, walks may be shortened, rescheduled to cooler times of the day, moved to shaded areas, or replaced with a garden play session and toilet break. Fresh water will always be provided. Walks may be cancelled if temperatures are considered unsafe.

## **Cold, Ice & Snow**

In freezing conditions, heavy frost, snow, or icy surfaces, walks may be shortened or adapted to safer routes to reduce risk of slips or injury. If travel conditions are unsafe, alternative care visits may be offered where possible.

## **Heavy Rain & Storms**

Walks will continue in rain; however, during severe weather such as thunderstorms, high winds, flooding, or extreme rain, walks may be shortened, delayed, or cancelled for safety reasons.

## **Individual Dog Needs**

Some dogs cope better than others in certain weather conditions. Older dogs, puppies, flat-faced breeds, dogs with health conditions, or anxious dogs may need adjusted walks depending on the weather.

## **Our Promise**

**Any changes due to weather will always be made with your dog's best interests in mind, and owners will be informed as soon as possible.**

**Thank you for your understanding and support as we always put safety first.**



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# OUR PROMISE

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Woofers Go Walking offers professional dog walking and pet care services with your dog's happiness, safety, and wellbeing at the heart of everything we do.

We pride ourselves on building strong relationships with both dogs and owners, providing dependable care and personalised attention every step of the way.

## Our Promise to You

- Safe and caring handling at all times
- Reliable and professional service
- Walks tailored to your dog's age, ability, and personality
- Plenty of love, patience, and positive encouragement
- Clear communication and regular updates
- Peace of mind while your dog is in our care

