
CLIENT WELCOME PACKET



www.woofers-go-walking.org
07852290440



WELCOME & WOOF!

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

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Beth

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



Chavez

Chavez is one of our Walkers. He is every dogs favourite (its the treats), he loves an adventure and getting lost on a walk finding new places to explore. His favourite breed is a German Pointer short or Wire haired he isn't fussy.



Paige

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

OUR SERVICES

DOG WALKING PRICE LIST

PLUS VAT

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COUNTRYSIDE PACK WALK	£16
SIGNATURE EXPLORER WALK	£30
ADDITIONAL HOUSEHOLD DOG	£6
SIGNATURE ADVENTURE WALK	£25
SIGNATURE EXPRESS WALK	£20
ADVENTURE DAY EXPERIENCE	£40
FREEDOM FIELD FUN WALK (NO HOUSEHOLD DISCOUNT)	£18



HOUSE SITTING

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OVER NIGHT STAYS PER DAY	£50
WALK AND TAXI TO YOUR GROOM (WITH PRISTINE PAWS)	£18



OUR SERVICES

EXTRAS

PLUS VAT



GARDEN POO PICKING	£10 PER 15 MINS
POST WALK MUDDY/SMELLY DOG BATH (SHAMPOO PROVIDED, DOG WILL BE TOWEL DRIED)	£10
LOOSE LEAD WALK PRICATICE	£5
RECALL PRACTICE	£5
TAXI SERVICE	POA

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

LATE PAYMENT POLICY



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.



CANCELLATION POLICY



Clients must ensure that their requirements for the following week are emailed or text 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 taken.

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.



SAFETY AND WELFARE



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.



OUR BOOKING SYSTEM

WE ARE UPGRADING OUR BOOKING AND COMMUNICATION SYSTEM TO BETTER SERVE YOU AND YOUR DOG.

STARTING JUNE 1ST, ALL REGULAR AND AD-HOC DOG WALKING BOOKINGS MUST BE MADE THROUGH THE TAILPRO APP.

WHY WE ARE MAKING THIS CHANGE:

- ZERO MISSED WALKS: CENTRALISED SCHEDULING ENSURES YOUR DOG'S SPOT IS ALWAYS LOCKED IN.
- INSTANT COMMUNICATION: YOU CAN CHAT DIRECTLY WITH YOUR DESIGNATED WALKER INSIDE THE APP.
- SEAMLESS PAYMENTS: AUTOMATED INVOICING ELIMINATES LATE FEES AND TRACKING MANUAL TRANSFERS.
- DOG WALKING: ANY EXISTING REGULAR OR AD-HOC WALKING DATES SCHEDULED FOR JUNE 1ST ONWARDS WILL NOT TRANSFER AUTOMATICALLY. YOU MUST RE-BOOK THESE VIA THE APP.
- HOUSE SITTING: ANY PRE-BOOKED HOUSE SITS ARE EXCLUDED FROM THIS CHANGE AND WILL REMAIN ACTIVE ON OUR OLD SYSTEM. DO NOT RE-BOOK THESE IN THE APP.

WHAT YOU NEED TO DO NEXT:

1. DOWNLOAD THE APP TODAY USING THE LINK BELOW:
2.  DOWNLOAD THE TAILPRO
3. ENTER YOUR EMAIL FOLLOWED BY TO OTP CODE TO GAIN ACCESS
4. CREATE YOUR ACCOUNT, COMPLETE YOUR DOG'S PROFILE
5. GET BOOKING



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TERMS OF ENGAGEMENT

IT IS THE OWNERS RESPONSIBILITY TO ENSURE THAT THEIR DOG IS UP TO DATE WITH THEIR VACCINATIONS, FLEA AND TICK TREATMENTS AND DE-WORMER TREATMENTS.

OWNER ACCEPTS FULL LIABILITY FOR ANY LOSS OR DAMAGE CAUSED BY THEIR DOG WHILST BEING WALKED. WOOFERS GO WALKING IS NOT HELD ACCOUNTABLE FOR VET FEES OR THIRD-PARTY CLAIMS WHILST YOUR DOG IS IN OUR CARE. OWNER IS TO MAKE FULL DISCLOSURE OF ANY QUALITY OR CHARACTERISTIC PROBLEMS WHICH MIGHT MAKE YOUR DOG NOT SUITABLE FOR WALKING; INCLUDING BEHAVIORAL OR HEALTH PROBLEMS, ANTISOCIAL BEHAVIOR; INCLUDING AGGRESSION, INCONTINENCE AND EXCESSIVE LOUD BARKING OR WHINING. FAILURE ON THE PART OF THE OWNER TO DISCLOSE ANY MATTER WHICH MIGHT RENDER THE OWNER'S DOG UNSUITABLE FOR WALKING WILL BE DEEMED A MATERIAL OMISSION AMOUNTING TO A FUNDAMENTAL BREACH OF OUR AGREEMENT.

WE MAKE EVERY EFFORT TO CONTACT THE OWNER IN THE EVENT OF AN EMERGENCY.

WE RECOMMEND OWNERS PROVIDE US WITH A CONTACT NUMBER OF A TRUSTED THIRD PARTY SHOULD WE BE UNABLE TO MAKE CONTACT. HOWEVER, WE RESERVE THE RIGHT TO MAKE DECISIONS REGARDING YOUR DOG'S HEALTH PROVIDED IT IS ALWAYS ACTING IN THE BEST INTERESTS OF THE DOG AND ON THE ADVICE OF A VETERINARY PRACTITIONER. OWNER IS RESPONSIBLE FOR PAYMENT OF ANY VETERINARY FEES INCURRED BY WOOFERS GO WALKING.

LATE PAYMENT OF COMMERCIAL DEBTS ACT 1988 AMENDED 1998 & 2002, WE WOULD LIKE TO REMIND CUSTOMERS THAT PAYMENTS ARE DUE BY THE LAST WORKING DAY OF THE MONTH. 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.

AGGRESSIVE BEHAVIOR:

CLIENTS MUST UNDERSTAND THAT SHOULD THEIR DOG(S) ATTACK/BE INVOLVED IN A DOG(S) FIGHT WITH ANOTHER DOG(S)/PERSON, CAUSING INJURY TO THAT DOG(S)/ PERSON, THAT THE CLIENT IS RESPONSIBLE FOR ANY LOSSES INCURRED AS A RESULT INCLUDING (BUT NOT LIMITED TO) PAYMENT OF VET FEES IN RESPECT OF INJURIES TO ANOTHER ANIMAL CAUSED BY THE CLIENTS DOG(S).

BOOKINGS :

RECURRING BOOKINGS ARE SCHEDULED ON AN ONGOING BASIS FOR AGREED DAYS AND TIMES EACH WEEK. BOOKINGS REMAIN ACTIVE UNTIL CANCELLED BY EITHER PARTY IN ACCORDANCE WITH THESE TERMS.

WE WILL MAKE EVERY EFFORT TO MAINTAIN CONSISTENCY WITH WALKERS AND TIMING, HOWEVER SCHEDULES MAY OCCASIONALLY VARY DUE TO WEATHER, EMERGENCIES, HOLIDAYS, ILLNESS, OR OPERATIONAL REQUIREMENTS.

ADHOC 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.

TERMS OF ENGAGEMENT



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 RECURRING 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.

FEES: ALL BOOKINGS FROM JUNE 1ST 2026 WILL NEED TO BE MADE VIA THE TAILPRO APP AND PAYMENT WILL BE TAKE UPFRONT

TERMINATION POLICY:

CLIENTS AND WOOFERS GO WALKING AGREE TO GIVE ONE MONTHS WRITTEN NOTICE TO TERMINATE THE AGREEMENT. IF THIS IS LESS THAN THAT, A FULL MONTHS PAYMENT WILL BE EXPECTED.

FLEXIBILITY IS REQUIRED:

BETH IS FULLY INSURED TO WALK 8 DOGS AT A TIME, DISRICT RULES DEPENDANT
ENCLOSED FIELD OPTIONS ARE MAXIMUM 10 DOGS

OTHER WALKERS ARE FULLY INSURED TO WALK UP TO SIX DOGS AT A TIME. WHILST EVERY EFFORT IS MADE TO HAVE WALKS SOLO WALK AS A ONE-TO-ONE, YOUR DOG MAY BE WALKED WITH OTHER FRIENDLY DOGS. UNLESS THE DOG IS REQUIRED ONE-TO-ONE DUE TO AGGRESSION OR PROTECTION ORDER.

ALL DOGS WILL BE RINSED DOWN AND TOWEL DRIED IN ADVERSE WEATHER CONDITIONS AND LEFT IN A COMFORTABLE CONDITION. IF YOU REQUIRE A SHAMPOO WASH OFF PLEASE BOOK THAT WITH YOUR WALKS.

I UNDERSTAND AND ACCEPT THAT AS AN AD HOC CLIENT OR ANY REGULARS WITH EXTRA DAYS ADDED OR IF MY WALKER IS ON HOLIDAY THAT MY WALKER MAY CHANGE DUE TO AVAILABILITY AND TIME MAY DIFFER.

KEYS:

WILL BE STORED IN A LOCKED SAFE, WITH A DOG NAME ATTACHED. NO ADDRESS WILL BE KEPT WITHIN THE VICINITY OR LINKED TO THE KEYS IN ANY WAY.



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TERMS OF ENGAGEMENT



COLLARS / LEADS:

ALL DOGS WILL BE PUT ONTO A WOOFERS GO WALKING COLLAR AT POINT OF COLLECTION, WITH THE BUSINESS TAG ATTACHED. WOOFERS GO WALKING WILL AIM TO USE THEIR OWN LEADS BUT AT POINTS MAY USE THE OWNERS.

A FIGURE OF 8 SLIP LEAD OR CANNYCOLLAR WILL BE APPLIED IF IT IS DEEMED THAT THE CLIENT'S DOG IS AT RISK OF CAUSING INJURY TO WOOFERS GO WALKING EMPLOYEE'S BY PULLING.

OPENING AND CLOSING:

WHILE WE TRY TO BE AS AVAILABLE AS WE CAN TO CLIENTS AND HELP WITH ALL NEEDS, WE WILL RESPOND TO ALL TEXTS AND EMAILS WITHIN OUR OPEN HOURS UNLESS IN THE CASE OF AN EMERGENCY PLEASE CALL.

MONDAY: 9AM - 5:30PM

TUESDAY: 9AM - 5:30PM

WEDNESDAY: 9AM - 5:30PM

THURSDAY: 9AM - 5:30PM

FRIDAY: 9AM - 5:30PM

SATURDAY: 9AM - 1PM (1PM ONWARDS PRE-BOOKINGS ONLY)

SUNDAY: CLOSED (PRE-BOOKINGS ONLY)

OUT OF HOURS/ BANK HOLIDAY/ SUNDAY INCURS AN ADDITIONAL SURCHARGE £25.00 AND WILL NEED TO BE REQUESTED TO BETH TO OPEN THE SLOT ON THE APP

BY SIGNING THIS I ACCEPT ALL OF THE TERMS AND CONDITIONS.



OUR PROMISE



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

