



Wander with Pawpose

Terms and Conditions of Service Effective 1st November 2025

Wander with Pawpose (hereafter referred to as "WwP", "we", "our" or "us") is a one-person entity that provides dog related services including dog walking and pet sitting (collectively known as the "services").

These services are offered at www.wanderwithpawpose.co.uk where Clients can review, enquire and/or request services.

1.0 Terms and Conditions

1.1. An initial introductory visit and assessment will take place with all dogs prior to using WwP services. WwP reserves the right to refuse to provide services for any dog where it is deemed, in their absolute discretion to be, or have the potential to be, dangerous or disruptive.

1.2. The Client agrees that on booking services for their dog(s), WwP has relied on the Client's representation that their dog(s) is in good health and has not harmed or shown aggressive or threatening behaviour to any individual and or any other dog or pet, and the Client agrees to notify WwP immediately of any unwelcome, aggressive, procreative or dangerous behaviour of their dog(s) that has the potential to cause harm to any other individual or dog/pet.

1.3. The Client must inform WwP of any allergies, intolerances or medical conditions that their dog(s) may have or have had. In addition, the Client must ensure that all required by law vaccinations of their dog(s) are kept up to date, if the Client decides not to vaccinate their dog(s) any diseases relating to this decision that their dog(s) may contract will not be covered by WwP insurance and will be entirely at the Client's liability.

1.4. WwP will not agree to provide services for aggressive animals, or any dog listed under The Dangerous Dogs Act 1991 or The Dangerous Dogs (Amendment) Act 1997.

1.5. WWP will not agree to provide walking services if the dog(s) does not have the legally required information shown on the dog(s) tag and it is secured to the Client's chosen form of walking equipment, as per the Client / Dog Information Sheet.

1.6. All dogs will be exercised on a lead unless prior agreement has been provided and a WWP "Off Lead Consent Form" has been signed. Off lead exercise will remain at the discretion of WWP.

1.7. Bitches cannot be walked by WWP while in season or pregnant. The Client must inform WWP as soon as they are aware of this situation arising. However, the Client may choose to have a Pet Visit in place of the walk.

1.8. WWP will ensure all reasonable care is taken to look after your dog(s), and whilst we will make every effort to ensure your dog is well looked after in your absence, WWP cannot be held liable for any loss, injury or death to a dog either inside or outside of the home whilst in our care.

1.9. WWP will ensure that appropriate insurance is maintained, including Public Liability cover. The insurance only covers WWP, for the duration of the selected service and only for the services agreed.

1.10. Veterinary Care: In the event of any medical emergency, the Client authorises and consents to medical or veterinary treatment that WWP deem necessary for their dog(s) safety and protection, whether or not WWP can reach the Client or emergency contact.

The Client assumes full financial responsibility for any and all veterinary expenses incurred, in addition to other fees incurred for services provided by WWP. The Client is responsible for the full cost of treatment of any injuries or illness that the dog(s) receives whilst under the care of WWP, including any other associated costs.

1.11. Pet Insurance is always recommended for peace of mind.

1.12. The Client must provide WWP with the name and contact number of someone who can be contacted in emergencies and who is capable and authorised to make decisions about their dog(s) in the event of an emergency.

If the contact is not available, the Client authorises WWP to seek such veterinary advice and/or treatment and make decisions (on veterinary advice) that is in the best interests of the dog.

Where possible this will be carried out by the Client's usual/preferred vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that WWP may use any registered Vet. The Client agrees to pay all such costs immediately on pick-up of their dog, or by agreement with WWP.

WWP will always endeavour to contact either the Client or emergency contact prior to independently seeking veterinary advice and/or treatment.

1.13. The Client agrees to provide keys or arrange access to the dog(s) for the agreed service and appointment. Failure to do so will result in the cancellation of that day's service and will be paid for in full by the Client.

WwP will ensure that all keys provided are kept secure and will not be stored with identifying address details. WwP holds the appropriate Key Cover Insurance.

The Client must advise on the use of house alarms or any other security devices. The Client must ensure that other pets within the house that are not allowed outside (e.g. cats) are kept away from access doors.

1.14. The Client consents to their dog(s) being photographed and/or videoed and to photos or videos being used in any media or marketing by WwP. Should the Client wish to discuss this the Client must do so at the introductory visit by WwP.

1.15. WwP is likely to transport your dog(s) to and from suitable dog walking locations (up to approx. 30 mins) by vehicle and therefore your dog(s) should be able to travel in vehicles. WwP will ensure the safe and secure transport of all dogs and will maintain appropriate insurance.

1.16. WwP will make every effort to drop off a clean dog but cannot guarantee the dogs full cleanliness or that they will be smell-free. WwP will always remove dirty shoes etc prior to entering homes.

1.17. If the Client has engaged WwP for the service of pet visiting the Client must provide all items necessary for your dog(s) to be adequately cared for in the Client's absence. If additional supplies need to be purchased by WwP in the Client's absence including, but not limited to, food and medication, a receipt will be obtained, and the Client will be responsible for the reimbursement of the cost.

2.0 Bookings

2.1. No bookings will be confirmed until an introductory visit and assessment has been carried out, a "Client / Dog Information Sheet" has been completed and the Client has signed to their agreement of WwP's Terms and Conditions.

2.2. The Client must inform WwP of any changes to the information provided on the "Client / Dog Information Sheet", including contact numbers, emergency contact details, their dog(s) care needs and any other pertinent information.

2.3. Bookings can be made by telephone, text, Instagram or email and will be confirmed by WwP.

2.3.1. Weekly / Monthly – being a continuous booking of WwP regular services for a regular number of days at set times. Bookings must allow enough time before the services start date for an introductory appointment and forms to be completed.

2.3.2. Ad-hoc – periodic and occasional use of WWP services. Bookings must allow enough time before the services start date for an introductory appointment and forms to be completed.

2.4. WWP will provide a time slot during which walks/visits will occur, this interval may be amended by WWP in the event of unforeseen circumstances.

2.5. The Client agrees to ensure their dog(s) has not eaten in the hour before pick up by WWP to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (GDV).

2.6. WWP will provide 1 months' notice of any holidays greater than 1 week to allow Clients time to make alternative service arrangements.

3.0 Payments

3.1. WWP prices are as published on the website and can be provided to the Client on request. Please be aware that our rates are competitive for the services provided and are not negotiable.

3.2. On confirmation of the booking, WWP will start charging for the services provided, with services invoiced (via email if available) as per the type of booking either monthly or ad-hoc.

3.3. WWP accepts payment by bank transfer, bank details are provided on the invoice, or cash by special arrangement with WWP at the confirmation of provision of services by WWP.

3.4. Full payment for services is to be made within 7 days of receipt of invoice, or by the date specified on the invoice, the full payment must be received prior to the service appointment.

If the Client fails to make payment to WWP by the due date, then a penalty fee of 10% of the invoice total may be charged for every 7 days the invoice is overdue thereafter, at the discretion of WWP.

3.5. WWP reserves the right to suspend all services until payment has been made in full.

3.6. WWP reserves the right to request a non-refundable deposit for services booked.

4.0 Cancellations

4.1. For individual WwP services (e.g. specific days) booked within a monthly booking or an ad-hoc booking, the Client may cancel the service up to 48 hours prior to the day of the service and the service will not be charged for, or a refund will be provided if the Client has already paid for the service, or the funds can be rolled forward to a future WwP booking.

4.2. For monthly bookings, the Client is required to provide to WwP at least 14 days' notice in writing of their wish to cancel the bookings.

4.3. For ad-hoc bookings, the Client may cancel the service up to 48 hours prior to the start date of that booking, in writing to WwP.

4.4. If the required notice is not given, WwP reserves the right to charge the Client in full for the cancelled services.

4.5. WwP understands that there are unexpected circumstances that cannot be anticipated and interfere with the notice periods set out in these Terms and Conditions. Please contact WwP as soon as possible should such circumstances arise.

4.6. WwP reserves the right to cancel any service on short notice in the event of, but not limited to, illness, accidents, extreme weather (e.g. heavy snow or high temperatures) and other unforeseen circumstances. In such an event, WwP will provide as much notice to the Client as possible and services will not be charged for.

4.7. WwP reserves the right to cancel the booking/service at any time and with immediate effect if the dog(s) does not respond well to the WwP walker/carer and/or other dogs, or if it is felt that the working relationship is becoming untenable or unworkable.

5.0 Privacy Policy

5.1. Please refer to Wander with Pawpose Privacy Policy document at www.wanderwithpawpose.co.uk.