



Dog Walking

Terms & Conditions

Welcome to The Zippy Zoomers Dog Walking Service! 🐾

Whether your dog needs a little extra exercise, some enrichment during the day, or simply some one-to-one adventure time, we're here to provide safe, fun and personalised walks tailored to your dog's individual needs.

At The Zippy Zoomers, we believe every dog deserves walks that suit their personality, confidence and comfort level. That's why we currently offer **one household at a time walks**, meaning your dog receives dedicated attention without the pressure of being part of a group walk.

Before we head out on our adventures, please take a moment to read through the following Terms & Conditions. These help us provide the safest and happiest experience possible for both dogs and owners.

By ticking "I agree" on the client information form, you confirm that you have read, understood and accepted these Terms & Conditions.

Services Provided

The Zippy Zoomers currently offers:

- 30-minute dog walks
- 60-minute dog walks

All walks are provided on a **one household at a time basis**.

This means your dog will not be walked alongside unrelated dogs from other households unless this has been specifically discussed and agreed in advance.

Walks are tailored to your dog's:

- Age

- Breed
- Fitness level
- Personality
- Confidence
- Individual needs

Walks may include:

- Exercise
- Sniffing and enrichment opportunities
- Toilet breaks
- Training reinforcement where appropriate
- Positive interaction and companionship

Whilst we aim to provide a full walk experience, the focus will always be on your dog's safety and wellbeing. This means walks may occasionally be adapted depending on your dog's behaviour, health, weather conditions or the environment.

Consultation & Meet and Greet

A complimentary meet-and-greet is required before the first walk.

This allows us to:

- Meet your dog in their own environment.
- Discuss their routine and personality.
- Understand their walking preferences.
- Discuss any health concerns, fears or triggers.
- Review equipment and access arrangements.
- Ensure The Zippy Zoomers is the right fit for your dog.

Before your first booking, you will be asked to complete a client information form including details such as:

- Emergency contact details.
- Veterinary information.
- Health conditions.
- Behavioural information.
- Walking preferences.
- Equipment requirements.

It is the owner's responsibility to provide accurate and up-to-date information about their dog. Any changes to health, behaviour, medication or walking requirements must be communicated before the next scheduled walk.

Booking & Payment Policy

Dog walks can be booked through:

- Text/WhatsApp message
- Email
- Social media
- Online booking system

Our online booking system allows clients to view availability, request bookings and manage upcoming appointments.

Please note that requesting a walk does not automatically reserve your chosen time. Walks are confirmed once availability has been agreed and payment arrangements have been completed.

Regular clients may have ongoing walking arrangements agreed separately. Any recurring bookings will be confirmed between both parties.

Payment

Payment is required:

- At the time of booking for one-off walks (unless otherwise agreed).
- According to the agreed arrangement for regular clients.

Any unpaid invoices may result in future bookings being paused until the outstanding balance has been settled.

Changes to Bookings

If you need to change your booking dates, times or requirements, please let us know as soon as possible.

We will always try our best to accommodate changes; however, changes are subject to availability and cannot always be guaranteed.

If a change results in a shorter booking period, the original cancellation terms may still apply depending on the notice provided.

Payment Plan Option

For longer bookings, we may offer a payment plan to allow clients to spread the cost of their booking. Instalments can be made at agreed intervals up until the final payment deadline of **7 days before the first scheduled visit**.

If a client cancels their booking within the period where the full booking fee remains payable, the payment plan does not end. The client remains responsible for paying the outstanding balance of the booking fee, and any agreed instalment arrangements will continue until the balance has been paid in full.

Cancellation Policy

We understand that plans can change. However, cancelled walks can impact availability and may prevent us from offering that time slot to another client.

- Cancellations made more than **48 hours before the scheduled walk** may be transferred to another available slot or refunded.
- Cancellations made within **48 hours of the scheduled walk** are non-refundable.
- If The Zippy Zoomers has arrived at the property or started providing care, the full walk fee remains payable.

Emergency cancellations will be considered on a case-by-case basis.

For regular walking clients, repeated late cancellations may result in a review of the ongoing booking arrangement.

Cancellation by The Zippy Zoomers

We always aim to provide reliable and consistent care. However, there may be rare occasions where we are unable to provide a service.

Cancellation Due to Illness, Injury or Emergency

Whilst every effort will be made to fulfil all confirmed bookings, there may be rare occasions where The Zippy Zoomers is unable to provide services due to illness, injury or circumstances beyond our reasonable control.

Where possible, reasonable notice will be provided, and we will endeavour to assist in finding an alternative pet care provider where appropriate. Any services that cannot be provided will be **refunded in full**.

Cancellation Due to Safety or Breach of Agreement

The Zippy Zoomers reserves the right to refuse or terminate services immediately where, in our reasonable opinion, continuing the booking would place the sitter, the pet or others at risk, or where the terms of this agreement have not been met.

This includes, but is not limited to:

- A pet displaying aggressive, dangerous or unmanageable behaviour that was not disclosed prior to the booking.
- Unsafe, unhygienic or hazardous conditions within the property.
- Failure to provide accurate information regarding the pet's health, behaviour or care requirements.
- Failure to provide safe access to the property.
- Outstanding unpaid invoices.
- Abusive, threatening or inappropriate behaviour towards The Zippy Zoomers.

Where services are cancelled or terminated for any of the above reasons, **the full booking fee may remain payable.**

At the sole discretion of The Zippy Zoomers, a **partial refund may be considered** depending on:

- The reason for cancellation.
- The length of the booking.
- The amount of care already provided.
- The circumstances involved.

By confirming a booking, you acknowledge that The Zippy Zoomers may have reserved this time specifically for your pet and may have declined other enquiries in order to provide this service.

Additional Fees

Every pet is different, and some may require a little extra time, support or preparation. We will always discuss any additional charges with you before providing the service wherever possible.

Additional charges may apply for:

- Puppies or pets requiring additional care.
- Pets requiring medication or more complex care routines.
- Peak periods such as Christmas, New Year, Easter or school holidays.
- Additional requests outside of the agreed dog walking service.

Any additional charges will always be discussed and agreed with you before being applied, unless immediate action is required to protect the welfare or safety of your pet.

Walking Equipment & Safety

Dogs must be provided with suitable walking equipment before their first walk.

This may include:

- Collar
- Harness
- Lead
- Muzzle
- Poo bags
- Treats
- Any additional equipment recommended for your dog

Owners must inform The Zippy Zoomers if their dog:

- Pulls strongly on lead.
- Is reactive towards dogs, people, vehicles or other triggers.
- Has previously escaped or slipped equipment.
- Requires specific handling techniques.

Lead Walking

For safety reasons, dogs will generally be walked on lead during walks.

The Zippy Zoomers may use a long line where appropriate to allow dogs more freedom to explore whilst maintaining safety and control.

Long lines will only be used in suitable environments and where appropriate for the individual dog.

Long lines are not the same as off-lead freedom and dogs remain under supervision and control throughout the walk.

Off-Lead Walking

Off-lead walking is **not included as standard** within normal dog walking services.

Dogs may only be allowed off lead where:

- A secure, enclosed field or dog walking facility has been booked.
- The arrangement has been discussed and agreed beforehand.
- The environment is considered suitable for that individual dog.

Owners must provide accurate information regarding recall ability, behaviour and any risks associated with off-lead exercise.

The Zippy Zoomers reserves the right not to allow off-lead exercise if we feel it would put the dog, other animals, people or ourselves at risk.

Pet Requirements & Behaviour

The safety and wellbeing of every dog is our priority.

Owners must inform The Zippy Zoomers of any known:

- Reactivity.
- Anxiety or fears.
- Guarding behaviours.
- Bite history.
- Triggers.
- Escape risks.
- Handling requirements.

Dogs do not need to be “perfect”, but honest information allows us to provide safe and appropriate care.

If a dog displays behaviour that places themselves, The Zippy Zoomers, members of the public or other animals at risk, we may need to pause or end walking services.

Where possible, we will discuss concerns with the owner and work together to find the best solution.

Health & Medical Information

Owners must inform The Zippy Zoomers of any health conditions that may affect walking, including:

- Injuries.
- Mobility issues.
- Medical conditions.
- Medication requirements.
- Heat sensitivity.
- Age-related concerns.

The Zippy Zoomers will always adapt walks where needed to prioritise your dog's welfare.

Extra Pets

If there are other pets within the property (apart from those included within the booking), please let us know on your service request form or before your booking begins.

This includes pets that may not require care but will still be present within the home.

This information helps us ensure we can safely plan your pet's care and make sure the environment is suitable for everyone involved.

Animal Welfare Concerns & Reporting

At The Zippy Zoomers, the health, happiness and welfare of every pet in our care is extremely important to us.

During the provision of dog walking services, if we observe concerns relating to an animal's health, safety or welfare, we will raise these concerns with the client where appropriate.

This may include:

- Changes in behaviour or temperament.
- Signs of illness, injury, pain or discomfort.
- Changes in eating, drinking or toileting habits.
- Signs of stress, fear or anxiety.
- Any concerns regarding your pet's general welfare.

Where appropriate, we will discuss any concerns with you so we can work together to decide the best next steps.

Where The Zippy Zoomers has reasonable concerns that an animal may be experiencing neglect, cruelty, suffering or a serious welfare issue, we reserve the right to take appropriate action to protect the animal's wellbeing.

This may include contacting relevant organisations, such as animal welfare charities, veterinary professionals, local authorities or emergency services where necessary.

Where possible and appropriate, we will attempt to discuss concerns with the owner first. However, if we believe an animal may be at immediate risk, a report may be made without prior notification.

Client Responsibilities, Home Safety & Access

To help us provide the safest and best possible care for your pet, clients are responsible for ensuring:

- Safe and secure access to the property is provided before the booking begins.
- Keys, access codes or instructions are accurate and working.
- The home environment is safe, secure and suitable for pet care.
- Any hazards or risks within the home or garden are communicated before the booking.

Keys will be returned at the end of the service unless alternative arrangements have been agreed.

Where agreed, The Zippy Zoomers may securely retain keys for future bookings. Clients can request the return of keys at any time unless alternative arrangements have been made.

The Zippy Zoomers is not responsible for damages or accidents resulting from:

- Faulty locks.
- Unsafe access points.
- Unsecured doors, windows, gates or fencing.
- Hazards within the home or garden.
- Pets having access to unsafe items or areas.

Lost keys due to negligence by The Zippy Zoomers will result in reasonable replacement costs being covered.

If keys, access details or security information are provided, clients should ensure these are shared securely and only with people who need access.

Other People Entering the Property

If anyone else (for example family members, friends, cleaners or contractors) will be entering the property during the service time, please let us know in advance.

This allows us to make sure your pet's routine, safety and security are not affected.

CCTV & Recording Devices

We understand that many owners use cameras to keep an eye on their pets and homes while they are away.

If CCTV, recording devices or internal cameras are operating within the property, please inform The Zippy Zoomers before the booking begins.

Cameras in communal living areas are acceptable.

If cameras are discovered during a booking that were not previously disclosed, The Zippy Zoomers reserves the right to discuss this with the client and review whether services can continue.

Access Failure

If we are unable to access the property at the agreed time due to client error (for example, incorrect access details, missing keys or unavailable entry), the scheduled service fee will still apply.

If re-entry requires a locksmith or other emergency assistance, any associated costs will be the responsibility of the client.

Medical & Emergency Care

Your pet's health and wellbeing is always our priority. To help us provide the best care possible, please ensure all medical information and instructions are provided before the start of your booking.

Medication will only be administered where this has been discussed and agreed in advance.

Clients must provide clear instructions, including:

- The name of the medication.
- The dosage required.
- How and when it should be given.
- Any important information or side effects we should be aware of.

Whilst every reasonable care will be taken when administering medication, The Zippy Zoomers cannot accept responsibility for complications arising from a pre-existing condition, incorrect information provided by the client, or reactions that could not reasonably have been anticipated.

Veterinary Emergencies

In the event of an emergency, we will attempt to contact you and your nominated emergency contact as soon as reasonably possible.

If veterinary attention is required and you cannot be reached, The Zippy Zoomers is authorised to seek appropriate veterinary advice and arrange treatment where necessary to protect your pet's welfare.

This may include transporting your pet to your registered veterinary practice or the nearest suitable veterinary practice.

The client is responsible for all veterinary costs, medication costs and any reasonable transport expenses incurred during their absence.

Clients authorise The Zippy Zoomers to make decisions relating to urgent veterinary care where delaying treatment may negatively affect the welfare of the pet and contact cannot be made.

Veterinary Details

Clients must provide:

- The name and contact details of their usual veterinary practice.
- Details of any ongoing medical conditions.
- Any relevant insurance information (if applicable).

Please ensure your pet's veterinary details are kept up to date, particularly if you change veterinary practice before a booking.

Unexpected Delays & Extended Bookings

If you are unable to return home as planned (for example due to travel delays, illness or emergencies), please contact The Zippy Zoomers as soon as possible.

Every effort will be made to continue caring for your pet, subject to availability.

Any additional visits, care or extended services required will be charged at the current rates.

If we are unable to continue providing care due to availability, we will contact your emergency contact to arrange suitable alternative care where possible.

Emergency Contact

Clients must provide at least one emergency contact who:

- Is aware they have been listed as an emergency contact.

- Is ideally local or able to assist if needed.
- Can make decisions regarding your pet if you are unavailable.

Please ensure emergency contact details are kept up to date.

Your emergency contact should only be someone you trust to make decisions regarding your pet's care if you cannot be reached.

Visit Times & Scheduling

We will always do our best to attend visits at the agreed time and maintain your pet's normal routine.

However, visit times are approximate and may occasionally vary due to circumstances outside of our control, including:

- Traffic.
- Road closures.
- Emergencies.
- Adverse weather conditions.
- Delays caused by previous appointments.

Unless a specific arrival time has been agreed in advance, visits may take place within **30 minutes either side of the scheduled time**.

If a significant delay is expected, The Zippy Zoomers will contact you as soon as reasonably possible.

Where medication or other time-sensitive care is required, please let us know when booking so we can plan visits appropriately.

Every reasonable effort will be made to attend at the agreed time.

If your pet requires medication or care at an **exact time** that cannot be flexible, please discuss this before booking so we can confirm whether we are able to meet those requirements.

Inclement Weather

The safety of your pet and The Zippy Zoomers is always our priority.

In severe weather conditions, we may need to make adjustments to visits to ensure everyone remains safe.

This may include:

- Adjusting visit times where travel conditions are unsafe.
- Limiting outdoor time during extreme temperatures.
- Adapting activities to suit the weather conditions.
- Prioritising essential care needs if roads or access routes become unsafe.

If roads are impassable or we are unable to safely reach a property, we will contact you as soon as possible and discuss the best option for your pet's care.

For any dog walking, walks may be replaced with drop-in visits/indoor enrichment when temperatures reach 23°C+, or lower for individual pets who are considered higher risk (for example flat-faced breeds or pets with health concerns).

We recommend clients leave suitable indoor enrichment options available where outdoor activities may need to be reduced due to weather conditions

Service Disruptions & Circumstances Beyond Our Control

Whilst we always aim to provide a reliable and consistent service, there may occasionally be situations outside of our control that affect our ability to provide care.

This may include (but is not limited to):

- Severe weather conditions.
- Road closures or travel disruption.
- Illness or injury.
- Emergencies.
- Unexpected safety concerns.
- Other circumstances that could not reasonably have been anticipated.

Where possible, we will provide notice and communicate with you as soon as we can.

Where we are unable to provide a service due to circumstances beyond our reasonable control, we will work with you to find the best available solution for your pet's needs.

Photos & Social Media

We love sharing photos and updates of the lovely pets we care for! 🐾

Photos may be taken during visits to keep you updated on how your pet is doing and, with your permission, may be shared on The Zippy Zoomers' social media pages.

Please let us know if you **do not** want your pet featured online.

Photos and videos may also be taken privately for care records, including documenting your pet's routine, any concerns, incidents or unusual behaviour. These will only be used for professional purposes and will not be shared publicly without permission.

Data Protection & Client Information

We take your privacy seriously and only collect information needed to provide safe and effective pet care.

Client information may include:

- Contact details.
- Pet information.
- Veterinary details.
- Emergency contact information.
- Access details required to provide the service.

This information will be stored securely and used only for purposes connected with providing pet care services.

Client information will not be shared with third parties unless required to provide care, deal with an emergency, comply with legal requirements or protect animal welfare.

Clients are responsible for informing The Zippy Zoomers if their contact details, emergency contacts, veterinary details or access information change.

Insurance & Professional Standards

At The Zippy Zoomers, we take pride in providing a safe, professional and compassionate pet sitting service.

The Zippy Zoomers holds appropriate insurance for the dog walking services provided. Details of our insurance cover are available upon request.

For your peace of mind:

- Lucy is DBS checked.
- Lucy is Canine Health & First Aid trained.

- Lucy has completed a **Professional Pet Sitting Qualification**.
- Lucy is committed to providing a safe, reliable and caring service, treating every pet with the same kindness and respect as her own.

Clients remain responsible for ensuring they have appropriate home and pet insurance in place where required.

Complaints & Feedback

At The Zippy Zoomers, we always want to provide the best possible care for both pets and their owners.

We welcome feedback and encourage clients to get in touch if they have any questions, concerns or anything they would like to discuss.

If you are unhappy with any part of the service provided, please contact us as soon as possible so we have the opportunity to understand your concerns and work towards a resolution.

Concerns should ideally be raised within a reasonable timeframe after the service has taken place, as this allows us to investigate and respond as accurately as possible.

Liability

At The Zippy Zoomers, we are committed to providing a professional, reliable and compassionate dog walking service. We will always provide care with your pet's safety and wellbeing as our priority and will exercise reasonable care and skill whilst looking after your pet and your home.

By agreeing to these Terms & Conditions, you acknowledge that:

- You remain the legal owner of your pet and are responsible for providing accurate and up-to-date information regarding their health, behaviour, routine and care requirements.
- The Zippy Zoomers cannot be held responsible for issues arising from pre-existing medical conditions, undisclosed behavioural concerns, inaccurate information provided by the client, or circumstances outside of our reasonable control.
- Whilst every reasonable precaution will be taken, animals can behave unpredictably and there is always an element of risk when caring for pets. We cannot guarantee that accidents, illness, injury, escape or damage will never occur.

- Clients are responsible for ensuring their home, garden and access points are safe and secure, including doors, windows, gates and fencing.
- The Zippy Zoomers cannot accept responsibility for incidents resulting from unsafe environments, defective equipment, inadequate security or hazards that have not been communicated to us.
- Clients remain responsible for any damage caused by their pet to property, other animals or people, except where this occurs as a result of negligence by The Zippy Zoomers.

Where veterinary treatment is required to protect your pet's welfare, this may be sought. Any veterinary fees, medication costs and reasonable transport expenses incurred remain the responsibility of the client.

Clients agree that The Zippy Zoomers may take reasonable steps to protect the welfare and safety of pets in our care, even where immediate contact with the owner cannot be made.

Nothing within these Terms & Conditions excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or any other liability that cannot legally be excluded.

Agreement Acceptance

By ticking "I agree" on the client information form, you confirm that:

- You have read and understood these Terms & Conditions.
- You agree to the policies and requirements outlined above.
- You understand your responsibilities as a pet owner/client.
- You have provided accurate information about your pet, their needs and your home arrangements.

These Terms & Conditions apply to all future bookings with The Zippy Zoomers unless updated or replaced.

The Zippy Zoomers reserves the right to update these Terms & Conditions when required. Clients will be notified of any significant changes before future bookings take place.

Contact us:

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Website: <https://www.zippyzoomers.com>