



TAILS OF FALKIRK

About Us

At **Tails of Falkirk**, we prioritise your pet's happiness, well-being, and care above all else. We consider your beloved companions an extension of our own family and are dedicated to providing them with the utmost care and attention at all times. We promise to love them as you do and to ensure their well-being is taken care of, whether they join our pack or walk with us individually.

On our walks, your dog can enjoy abundant affection, focused attention, engaging playtime, lots of praise, positive reinforcement, belly rubs, and tasty treats — always resulting in the happiest hearts and the waggiest tails.

Services & Prices

Solo Walks (Monday–Friday)

- 1-hour solo walk: £20
 - Additional dog – half price (same household or known friend within 5-minute commute): £10
- 30-minute solo walk: £12
 - Additional dog – half price (same household or known friend within 5-minute commute): £6

Drop-Ins & Cat Care

- Dog drop-in (10–15 minutes): £10
- Cat sitting (2 drop-ins per day): £15 (£20 weekends)

Terms & Conditions – General

By engaging in our dog walking services, you acknowledge and agree to the following terms and conditions, establishing a contractual agreement between **Tails of Falkirk** (“the walker”) and yourself (“the owner”).

Transport & Walk Conditions

- The owner understands that their dog(s) may be driven to their walk and will be transported securely and safely in the walker's vehicle.
- The walker will allow dog(s) to enter rivers or water for drinking, play, and cooling unless otherwise directed by the owner.
- The walker will provide water and treats unless instructed otherwise.
- The owner acknowledges that dogs may become wet and/or dirty during walks. The walker will make every reasonable effort to towel dry and clean dogs before returning them home.

Health & Vaccinations

- The owner is responsible for ensuring their dog(s) are up to date with vaccinations and free from contagious diseases or parasites.
- The walker reserves the right to refuse or suspend services if a dog's health poses a risk to other dogs or staff.

Retainer

- To secure your dog's regular walking slot, a retainer equivalent to one week of the scheduled walks is required. This retainer is a one-time deposit and is not used to pay for weekly services. It is held to protect the walker in the event of sudden cancellation.
- If services are cancelled by the owner at any time after scheduling is confirmed, the retainer is non-refundable.
- If it is decided at an early stage that the service is not a suitable fit for either party, the retainer will be refunded in full within 7 days.

Weekly Payments

- Weekly payments for ongoing walks are still due by 12:00am (midnight) on the Sunday before the upcoming week to confirm your slots. You will be emailed an invoice on the Friday.
- Payment confirms and secures your allocated walking slot(s).

Cancellations

- Walks cancelled with 48 hours' notice or more may be rescheduled to an alternative day within the same week, subject to availability.

- Where rescheduling is not possible, or where the owner chooses not to reschedule, a £10 cancellation fee per walk will apply.
- Walks cancelled with less than 48 hours' notice will incur a £10 cancellation fee per walk.
- Walks cancelled on the day of the scheduled walk will be charged in full.
- Walks cancelled by the walker will not be charged.

Termination

Either party may terminate this agreement by providing **one week's notice**.

Any prepayment made will cover the notice period, and no further invoices will be issued unless additional services are requested during this time.

The retainer is separate from weekly payments and is not applied to the notice period.

Onboarding (Group Walks)

A **four-week onboarding period** applies to all new dogs joining group walks. This allows time to assess compatibility, behaviour, and suitability for the group and time slot, as disclosed in the dog information form.

The walker will always endeavour to accommodate preferred days and times; however, if it is determined that a dog is not a suitable fit for group walks or for **Tails of Falkirk**, the owner will be notified and the contract may be terminated with immediate effect.

Behaviour & Extreme Circumstances

Owners must provide accurate and honest information regarding their dog's behaviour and temperament. Any misleading or withheld information may constitute a breach of these terms and result in immediate termination of services.

If a dog displays aggressive or dangerous behaviour, the walker reserves the right to terminate the contract immediately in the interest of safety.

Scheduled Pick-Ups

While every effort is made to arrive at the scheduled time, pick-ups may occur **up to 20 minutes either side** of the agreed time due to traffic, weather, or group logistics. Owners are asked to have dogs ready for departure where possible.

Miscommunication / No Access

If the walker cannot access the property, the dog is not present, or unable to be walked at the scheduled time, and no prior communication has been received, the **full service charge will apply**.

Extreme Weather Conditions

The walker will always act in the best interests of the dogs.

- In hot weather, walks may be brought forward by 1–1.5 hours and reduced by up to 15 minutes.
 - In extreme weather conditions (hot or cold), or where travel is unsafe, walks may be cancelled. In such cases, **no charge will apply**.
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Walker Leave

The walker will provide a minimum of **two weeks' notice** of planned leave. All affected walks will be cancelled during this period.

Emergencies

In an emergency, the walker will administer appropriate canine first aid and is authorised to transport the dog(s) to the listed veterinary practice or an emergency vet if required. The owner will be contacted as soon as possible.

Indemnity & Liability

While every reasonable precaution is taken, dog walking carries inherent risks. **Tails of Falkirk** will not be held liable for injury, illness, loss, or damage except in cases of gross negligence or intentional misconduct.

If the walker holds keys or access codes, no responsibility is accepted for security breaches where others have access to the property.

Data Protection & Security

All personal information will be handled in accordance with applicable data protection laws. Keys, access devices, and security details will be kept secure and confidential.

Off-Lead Walking

Off-lead walking will only take place with owner consent and once the walker is confident in the dog's recall and behaviour. The walker may use a trailing lead where deemed necessary.

Authorisation

I confirm that I am the owner of the named dog(s) and authorise **Tails of Falkirk** to act as guardian in my absence and take any action necessary for my dog's health and safety. I accept responsibility for any costs incurred as a result of veterinary treatment or damage caused.

- I authorise my dog(s) to be walked off lead
 - I authorise my dog(s) to be walked with other dogs
 - I agree to the Terms & Conditions outlined above
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Owner & Dog Details

Owner's Full Name:

Address:

Contact Number:

Email Address:

Dog Details

Dog's Name(s):

Breed(s):

Age(s):

Veterinary Practice Name & Contact Details:

Any specific equipment to be used? (muzzle, harness etc.)

Any bite history?

Is your dog potentially a flight risk?

Can I use images/videos of your pet for social media?

Can your dog go in a car/van?

Any further information:

Owner's Signature: