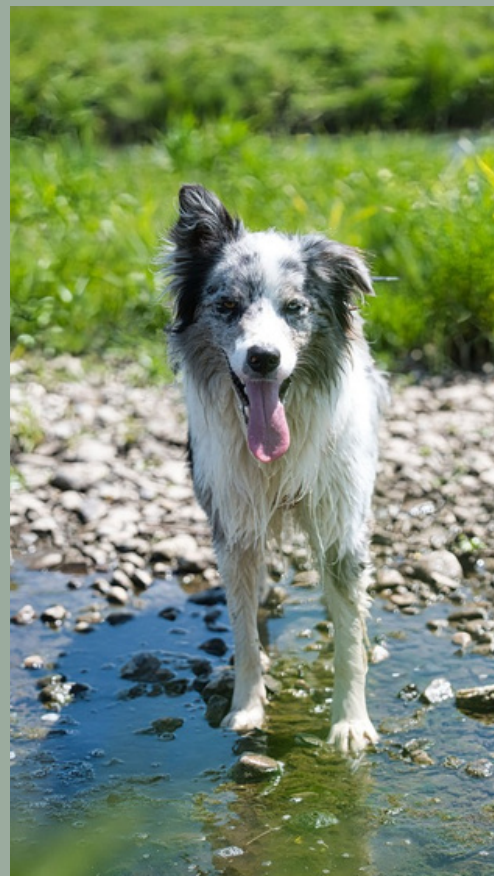


BARNETT'S BUDDIES DOG WALKING POLICIES



BARNETT'S BUDDIES
Pet Care & Support • All Creatures Welcome



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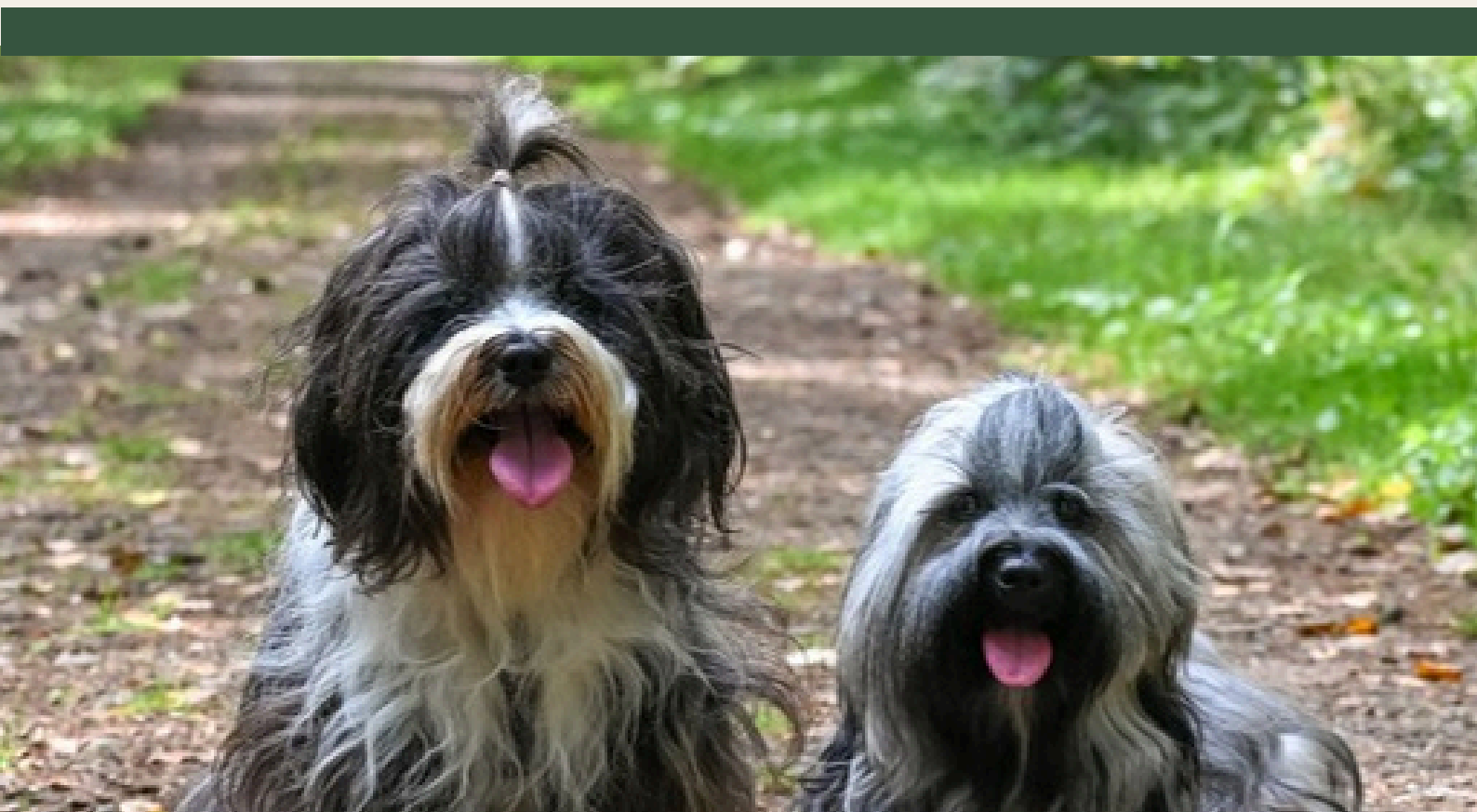
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About Barnett's Buddies

Barnett's Buddies is a small, welfare-led dog walking service based in the Forest of Dean, Gloucestershire. Our dog walking services prioritise safety, enrichment, and positive experiences for every dog.

We specialise in:

- Solo walks
- Small group walks
- Enrichment-focused outings
- Routine weekday walks
- Ad-hoc or flexible walking arrangements

Our resident dogs (Honey & Kodi — 11 year old Norwegian Elkhounds) are friendly, neutered, vaccinated, and occasionally accompany suitable dogs on group walks.



Welcome & Socials

Say hello & follow along

Thank you for choosing Barnett's Buddies!

This handbook outlines how our dog walking service operates, what to expect, and the policies that keep your dog safe.

Find us online

Facebook: Barnett's Buddies

Instagram: @barnetts.buddies

Website: www.barnettsbuddies.co.uk

Email: barnettsbuddies@proton.me

Phone: 07451 22 88 00

We aim to respond to all enquiries within 24 hours.





Values & Standards

The promises behind our care

Our dog walking service is guided by:

Welfare Above All — your dog's physical and emotional wellbeing comes first.

Honesty & Transparency — clear communication at all times.

Respect — for dogs, owners, neighbours, and the environment.

Responsibility — full accountability for dogs in our care.

Compassion — patience and kindness in every interaction.

Professionalism — high standards of conduct, safety, and record-keeping.

We never use aversive training methods — only positive reinforcement.

Professional Conduct

Effective date: 07/07/2026

These standards apply to everyone representing Barnett's Buddies while walking dogs.

1. Punctuality

Arrive at the agreed time for every collection. If delayed, notify the owner immediately. Dogs thrive on routine — consistency matters.

2. Safe Handling

Keep all dogs on appropriate leads unless the owner has given written permission for off-lead exercise in a secure area. Use harnesses, double-ended leads, or slip leads as specified in the dog's care notes.

3. Calm Communication

Use a calm, positive tone with every dog. Never shout, yank leads, or use intimidation. Positive reinforcement only — treats, praise, and patience.

4. Closing Gates & Securing Boundaries

Always double-check gates, garden doors, and car boot latches before and after handling a dog. A single open gate can be life-threatening.

5. Respecting Public Spaces

Pick up after every dog, every time — no exceptions. Keep dogs under control near livestock, wildlife, cyclists, and other path users. Follow local bylaws and seasonal restrictions (e.g. ground-nesting bird areas).

6. Representing Barnett's Buddies

Be courteous and approachable to members of the public. Wear identifiable Barnett's Buddies clothing where provided. Never use foul language, smoke, or use a phone while actively handling dogs.

7. Lead Etiquette & Road Safety

Shorten leads near roads, car parks, and blind corners. Cross roads at safe points and ensure dogs are walking on the inside, away from traffic.

Dog Welfare & Handling

The physical and emotional wellbeing of every dog in our care is our highest priority.

1. Reading Dog Behaviour

Learn and watch for stress signals — lip licking, whale eye, tucked tails, yawning, and avoidance. If a dog is uncomfortable, calmly remove them from the situation. Never force interactions with other dogs or people.

2. Managing Reactive Dogs

Follow the specific management plan agreed with the owner. Maintain safe distances from triggers, use visual barriers where helpful, and reward calm behaviour. Never punish a reactive response.

3. Hydration

Carry fresh water and a portable bowl on every walk. Offer water regularly, especially on warm days or after vigorous exercise. Never rely on puddles, streams, or shared bowls.

4. Heat & Cold Safety

In hot weather (above 20°C), walk early or late, stick to shaded routes, and check pavement temperature with the back of your hand. In cold or icy conditions, shorten walks for small or elderly dogs and watch for signs of discomfort. Never walk dogs in extreme weather.

5. Avoiding Unsafe Situations

Do not allow dogs near broken glass, toxic plants, blue-green algae, deep or fast-flowing water, or unsecured livestock fields. If a route becomes unsafe, turn back.

6. Hygiene

Wash hands before and after handling each dog. Clean leads, harnesses, and equipment regularly. Report any signs of illness — vomiting, diarrhoea, limping, coughing — to the owner immediately.

7. Scavenging

Stay vigilant for scavenging behaviour. Prevent dogs from eating litter, animal remains, or unknown substances. Carry a "swap" treat to redirect attention safely.

8. Equipment

Use only equipment approved by the owner and appropriate for the dog's size and behaviour. Check leads, harnesses, and ID tags for wear before every walk. Never use choke chains, prong collars, or shock devices.

Client Communication & Service Operations

Clear, honest communication builds trust and keeps dogs safe.

1. Owner Updates

Provide a brief update after every walk — how the dog was, where you went, anything notable. Use the agreed method (text, app, or written note). Share photos when appropriate and welcomed.

2. Incident Reporting

Report any incident immediately — injuries, escapes, near-misses, aggressive encounters, or health concerns. Complete a written incident report within 24 hours. Honesty protects dogs and builds trust.

3. Home Access & Keys

Handle client keys with the utmost care. Store them securely and never label them with the client's address. Lock all doors upon leaving. Never allow unauthorised people into a client's home. Return keys promptly if the service ends.

4. Confidentiality

Keep all client information private — home addresses, routines, alarm codes, holiday dates, and personal details. Never share client information on social media or with third parties. This protects client security and privacy.

5. Cancellations & Schedule Changes

Give as much notice as possible for any changes on our side. Respect the cancellation terms agreed with each client. If a walk cannot go ahead (e.g. illness), arrange cover or notify the owner with maximum notice.

6. Service Changes

Any changes to walk duration, route, group composition, or timing must be agreed with the owner in advance. Do not make unilateral changes to a dog's routine.

7. Complaints

Take all complaints seriously and respond calmly and professionally. Acknowledge the concern, investigate promptly, and follow up with the client. Record all complaints and outcomes for review.

Barnett's Buddies

This policy is subject to change at the discretion of Barnett's Buddies.

Last updated: 07 July 2026.

Our Services

Everything we can help with



We provide the following dog walking services:

Solo Walks

Paired Walks

Small Group Walks
max 5 dogs

Puppy Walks
post-vaccination

Enrichment Walks

Garden Visits
weather alternative

Our Prices

Standard Dog Walk — 30 minutes **from £18**

Standard Dog Walk — 60 minutes **from £25**

Puppy Walk (shorter duration) **from £12**

Group Walk (1 hour) **from £15**

Additional dog from same household **+ £10**

Prices may vary depending on location, behaviour, or specific needs.

The Booking Process

From first hello to confirmed care

Enquiry — contact us to check availability by phone, email or DM.

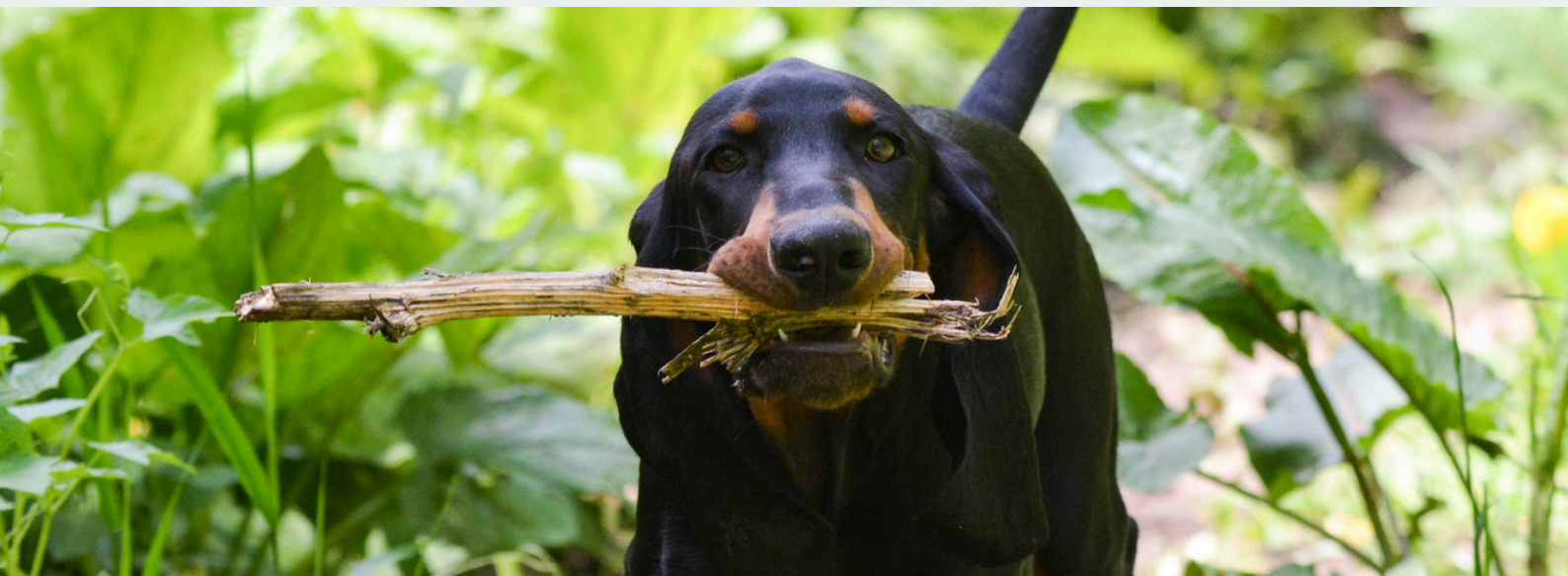
Consultation — discuss your dog's needs, behaviour, and routine.

Meet & greet — required before any walking service begins.

Paperwork — provide emergency contacts and vet details.

Scheduling — agree walk times and frequency.

Service begins — regular updates available upon request.



Meet & Greet / Pre-Walk Checklist

What to have ready

At your free meet & greet, we'll note the following together:

Dog & Owner Details

- ☐ Owner contact details
- ☐ Dog's name, breed, age & sex
- ☐ Microchip number
- ☐ Vaccination status

Health & Medical

- ☐ Current medications
- ☐ Allergies
- ☐ Medical conditions
- ☐ Vet details
- ☐ Flea & worming status

Behaviour & Temperament

- ☐ Reactivity
- ☐ Fears or triggers
- ☐ History of aggression
- ☐ Comfort with handling

Routine

- ☐ Preferred walk duration
- ☐ Lead / harness type
- ☐ Recall ability
- ☐ Treat permissions

Emergency & Logistics

- ☐ Emergency contact
- ☐ Access arrangements
- ☐ Consent for off-lead walking

Key Policies (1 of 2)

The essentials at a glance



Vaccinations

Up to date on core vaccinations and flea/worm treatment.



Behaviour

No aggression to people or dogs; reactive dogs may walk solo.



Equipment

Owners provide safe leads & harnesses; we may use our own if unsuitable.



Illness

Unwell dogs are not walked; owners are contacted immediately.



Key Policies (2 of 2)

The essentials at a glance

Weather, cancellations, day-off policy, updates, scavenging

Heat policy

No walks above 20°C.

Walks may be replaced with garden visits.

Snow and ice

Walks may be shortened or cancelled for safety.

Storms

Walks may be replaced with indoor/garden visits.

Cancellations

Permanent slots: 1 month's notice.

Non-permanent: 7 days' notice.

Day off policy

Minimum 7 days' notice for planned time off.

Updates

Photos and notes available upon request.

Scavenging clause

Owners must disclose scavenging behaviour.

Muzzles may be required.



Terms & Conditions

Client agreement and authorisation

By commencing a service with Barnett's Buddies, it is understood that the client has read and agreed to the following terms and conditions in relation to the dog walking services we provide:

1. Access to property

The client agrees to provide Barnett's Buddies with keys, access codes, or other necessary arrangements to access the property in order to carry out the agreed services. The client will ensure that keys and access details are safe, functional, and provided in a timely manner.

2. Emergency veterinary care

The client authorises Barnett's Buddies to obtain any emergency veterinary care deemed necessary for the health and welfare of their dog(s) during the period of care. Every reasonable effort will be made to contact the client before treatment is sought. The client accepts full responsibility for all costs incurred for such emergency care. If the client's regular veterinarian is unavailable, Barnett's Buddies is authorised to use an alternative licensed veterinary professional.

3. Additional expenses

The client agrees to reimburse Barnett's Buddies for any additional fees incurred in providing emergency care, as well as any costs relating to unexpected visits, transportation, accommodation, food, or supplies required for their dog(s).

4. Liability and indemnity

The client understands and accepts that they are responsible for any medical expenses or damages resulting from injury to representatives of Barnett's Buddies, or any other person caused by their dog(s). The client agrees to indemnify and hold harmless Barnett's Buddies from any claims, losses, or legal actions resulting from such incidents. The client also accepts full liability for any loss or damage caused by their dog(s) whilst being walked.

5. Concerns and complaints

The client agrees to notify Barnett's Buddies of any concerns, complaints, or issues within 24 hours of the relevant appointment or service so that they can be addressed and resolved promptly.

6. Standard of care and liability waiver

Barnett's Buddies will provide the services outlined in this agreement in a professional, reliable, and compassionate manner. In consideration of these services, the client expressly waives and releases any and all claims against Barnett's Buddies, its employees, contractors, or representatives, except in cases of proven negligence by Barnett's Buddies.

7. Premises access and security

Barnett's Buddies accepts no responsibility for the security of the client's premises or for any loss or damage if other individuals have access to the property during the term of this agreement. All services will be carried out solely by the owner or employees of Barnett's Buddies, unless prior written consent is obtained from the client.

8. Off-lead walking

No dog will be walked off-lead unless the owner has provided prior written consent. Off-lead walking will only take place in safe, appropriate locations.

9. Unforeseen circumstances

If Barnett's Buddies is unable to attend to a scheduled service due to illness, emergency, or other unforeseen circumstances, the client will be notified at the earliest possible opportunity, and alternative arrangements will be discussed where feasible.

10. Equipment responsibility

Barnett's Buddies is not liable for any injury, loss, or damage resulting from the failure or malfunction of dog equipment (including leads, collars, harnesses) or from equipment that is improperly fitted.

11. Outdoor access

Barnett's Buddies accepts no liability for injury, disappearance, death, or penalties incurred if a dog is allowed unsupervised access to outdoor areas, whether by the owner's instruction or otherwise.

12. Liability and insurance

Barnett's Buddies holds full public liability insurance covering all dog walking related activities. The client remains responsible for any costs, claims, or damages arising from injury caused by their dog(s) to people, property, or other animals. While every effort will be made to ensure the safety and well-being of all dogs in our care, Barnett's Buddies cannot be held liable for injury, loss, or death of a dog resulting from circumstances beyond our control, including but not limited to unforeseen accidents, sudden illness, or theft.



13. Duration of agreement

This agreement shall remain in effect for all future services until a new agreement is put in place. Barnett's Buddies reserves the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement with a minimum of one (1) month's written notice.

14. Duty of care

Barnett's Buddies is committed to providing reliable, compassionate, and attentive care for your dog(s) while you are at work or away from home. All walks will be conducted by the owner of Barnett's Buddies or an approved employee. Dogs may be walked individually or in small groups, with the maximum group size agreed in advance with the client. Walk durations refer to active walking time only and do not include travel, pick-up, or drop-off. Services will be provided in all reasonable weather conditions, with necessary adjustments made in cases of extreme heat, cold, or adverse weather to ensure the safety and well-being of the dogs. Fresh water will be provided after each walk, and dogs will be towel-dried if wet whenever possible.

15. Pick-up and drop-off

Dogs will be collected from and returned to the agreed address at the scheduled times, using a safe and secure method of transport that complies with UK Animal Welfare regulations and the Highway Code. If the client is not at home, access will be arranged through the provision of keys, access codes, or other agreed methods to ensure the service can be carried out as scheduled.



16. Cancellation policy

Permanent slots

A permanent slot refers to specific days booked each week on an ongoing basis. The client is responsible for payment of all permanent slots, whether or not they are used. Cancellations are at the client's discretion but remain chargeable. Less than one (1) month's notice will incur full payment. A maximum of 10 working days per calendar year may be cancelled for a holiday without charge. Any cancellations beyond this allowance will be charged at 50% of the standard rate to retain the slot. Term-time-only permanent slots are not offered.

Non-permanent slots

Infrequent or ad-hoc bookings require a minimum of seven (7) days' notice for cancellation. Cancellations with less than seven (7) days' notice will remain chargeable in full.

17. Payment terms

Invoices will be issued 5–7 days prior to the due date and are payable by the 1st of each month. Payment is accepted by bank transfer only, unless otherwise agreed in writing. Cash payments, if agreed, must be provided weekly on the first walk of the week. Payment reminders will be sent on the 1st of each month. Late payments will incur a charge of £5 per day, which will be added to the outstanding balance.

18. Lead requirements

The client is responsible for providing a safe and appropriate lead for their dog(s). In cases where a dog pulls excessively, a suitable lead, head collar, or harness must be supplied to ensure safe handling. If appropriate equipment is not provided, Barnett's Buddies reserves the right to use its own lead or handling equipment for safety purposes. Should the client wish to decline the use of alternative equipment, this must be confirmed in writing prior to the commencement of services.



19. Health, behaviour & suitability

All dogs must be up to date with vaccinations, flea and worm treatments, and microchipping in accordance with UK law. The client is responsible for informing Barnett's Buddies of any health issues, injuries, allergies, or behavioural concerns prior to the service commencing. Dogs must not display aggressive behaviour towards people or other dogs, and if such behaviour occurs, Barnett's Buddies reserves the right to terminate services immediately. Dogs in season (bitches in heat) or those that are unwell will not be walked with other dogs and may require alternative care arrangements.

20. Group walk policy

Dogs will be matched into suitable groups based on size, temperament, and energy level to ensure a safe and enjoyable experience for all. Any dogs with known aggression, reactivity, or unpredictable behaviour will be walked individually. Puppies may participate in group walks only once they are fully vaccinated and capable of completing the full walk duration without risk to their health or wellbeing.

21. Weather policy

During periods of extreme weather, such as heatwaves, heavy snow, ice, or high winds, walks may be shortened, rescheduled, or replaced with home visits or garden breaks to ensure the safety and wellbeing of the dogs in our care. Safety will always be the highest priority, and alternative arrangements will be discussed with the client in advance wherever possible. If earlier walks, adjusted timings, or alternative garden visits are offered but declined by the client, our standard cancellation policy will apply, which may result in the full service fee being charged in accordance with the agreed terms.

In the event of rain or moderate wind, walks will proceed as normal. However, if winds reach gale force, owners will be informed that walks may need to be shortened to allow Barnett's Buddies to safely reach all dogs scheduled for that day, taking into account potential traffic disruptions. During periods of freezing temperatures, icy conditions, or heavy snow, walks may be cancelled entirely if it is deemed unsafe for both the dogs and the walker. All decisions will prioritise the safety and well-being of the dogs in our care, as well as compliance with our duty of care obligations.



22. Day off policy

Barnett's Buddies will provide a minimum of 7 days' notice to all clients when taking planned time off to ensure sufficient opportunity to make alternative arrangements for dog care. Notice will be given in writing, either by email, text message, or other agreed communication method. In the case of unforeseen circumstances such as illness or emergencies, clients will be notified as soon as possible, and every reasonable effort will be made to arrange cover where feasible. This policy is in place to minimise disruption to your dog's routine while ensuring a fair and professional level of service.

23. Updates

Walk updates, photos, or notes can be provided to the client upon request to keep them informed about their dog's activities and well-being. Any incidents, concerns, or notable changes in behaviour observed during the service will be communicated to the client promptly to ensure transparency and allow for any necessary action.

24. Scavenging & ingestion liability clause

The owner acknowledges that some dogs may be prone to scavenging, foraging, or ingesting discarded food, waste, or other materials while on walks. While the dog walker will take reasonable care to supervise and manage the dog at all times, it is not always possible to prevent a dog from ingesting substances encountered in public or outdoor environments.

Where a dog is known to be prone to scavenging or eating rubbish, the owner agrees to disclose this in advance and provide appropriate control measures, such as a properly fitted muzzle or other agreed preventative equipment. If such control measures are not provided or authorised by the owner, the dog walker accepts no responsibility or liability for any illness, injury, veterinary costs, or related consequences arising from the dog ingesting foreign or unsuitable substances during walks.

The owner further acknowledges that even dogs not known to scavenge may occasionally ingest items unexpectedly. In such instances, provided the dog walker has acted reasonably and without negligence, the dog walker shall not be held liable for any resulting illness, injury, or loss.

This clause does not exclude liability where illness or injury is caused directly by the dog walker's proven negligence or wilful misconduct.

Acknowledgement

By engaging Barnett's Buddies for dog walking services, the client confirms they have read, understood, and agreed to the terms of this policy.

Group Walk Policy

Safe, happy walks together

Here at Barnett's Buddies, we do not walk dogs in large groups. This is due to safety and minimising any risks to the dogs, the walker, and the general public.

Our main priority here at Barnett's Buddies is safety and under no circumstances will we walk your dog in a large group. The maximum amount of dogs we walk together is five (5). This is also recommended by our insurance and set out in their policy. We are not covered to walk more than five (5) dogs at one given time.

We understand that dogs love to socialise and how beneficial it is for them, that's why we are confident that our policy of no more than five (5) dogs is perfect for your dog's benefit.

Here at Barnett's Buddies, we need to think about the safety of ourselves, the dogs we walk, and the general public. Group walks can be intimidating for other dog walkers especially if their dog is of a nervous disposition and we need to keep this in mind. There is also the risk of transmitting disease and illness quickly amongst the dogs no matter how careful we may be.

When there is a large group walk there is more likely to be bullying and intimidation within the group. Smaller dogs may feel threatened therefore they will not enjoy their walks and this is not what we want. When walking in large groups some dogs may actually develop a feeling of hostility or even fear toward new unfamiliar dogs rather than acquiring new friends. Here at Barnett's Buddies, we want every dog to look forward to their walks and enjoy every second with their friends and us.

We also must think very carefully about how we would deal with a fight if one broke out. It's common sense that a large group of dogs would be very hard for one person to handle and again relays why we do not walk in large groups. It's important to realise that dogs cannot be expected to get along all the time so we here at Barnett's Buddies have this policy of a maximum of five (5) dogs so that everyone is safe and having the best time on their walks.



Key Holding Policy & Waiver

Keeping your keys secure

When providing dog walking services that require access to your home, Barnett's Buddies may hold a key or entry device (e.g., key fob, code, remote) to access your property. This policy outlines how your keys are stored, used, and returned, and includes a waiver of liability in the event of loss or damage.

1. Key collection & return

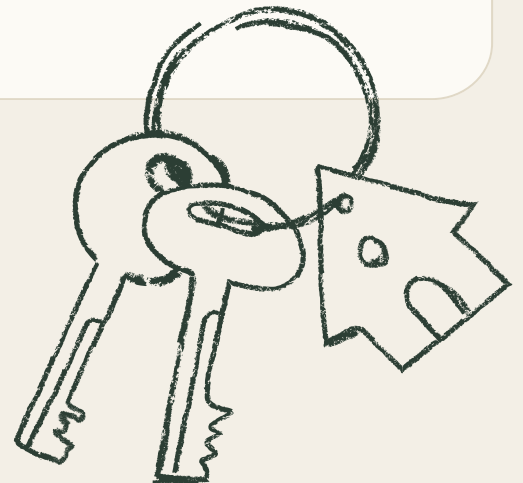
We take every precaution to ensure your property is accessed respectfully and securely. Keys may be collected in person at an initial consultation, from a lockbox, or as otherwise agreed. Clients must confirm access instructions in writing, including alarm codes or key locations. Keys are returned either at the end of service, during a scheduled handover, or upon written request. Return options include in-person handback, secure drop-off, or retained on file for future bookings. If a client requires a key returned urgently, we request 48 hours' notice to coordinate logistics. Lost or unlabelled keys cannot be returned without identification of the correct address.

2. Key storage & security

Client keys and access information are stored securely and handled with strict confidentiality. Physical keys are kept in a locked, access-controlled container when not in use. Keys are coded without using client names or addresses to protect privacy. Digital access codes and alarm details are stored in encrypted password-protected systems. Only authorised personnel will have access to your keys and home details. We do not write addresses on key tags or labels for safety reasons. If we use third-party staff, they will be vetted and trained in key security procedures.

3. Use of keys & property access

Keys will only be used for the agreed purpose of caring for your dog. We will only enter your property at times arranged or necessary for booked services. No one else (family, friends, tradespeople) will be permitted to enter your home during our care unless previously authorised by you in writing. We will not move or use any personal belongings outside the scope of dog care (e.g., appliances, furniture). Windows, doors, and gates will be checked for security before we leave the property. Keys will not be copied or shared without your written permission. If a key becomes unusable (e.g., damaged, worn), we will notify you immediately to arrange a replacement.



4. Lost, Damaged, or Stolen Keys

While extremely rare, the following outlines our process in the event of key issues:

If a key is lost, we will inform you immediately and assist in arranging re-entry or rekeying.

Barnett's Buddies is not liable for locksmith or replacement fees unless loss is due to gross negligence.

If keys are stolen, we will advise you promptly and cooperate with police or insurance reporting as needed.

In the event of a break-in not related to our access or care window, we accept no liability unless otherwise proven.

Clients are advised to keep spare keys or have a backup plan for urgent access needs.

Insurance coverage for property and key-related losses remains the responsibility of the homeowner.

5. Ongoing Key Retention

We offer secure key retention for clients who book regular or repeat services.

You may choose to allow us to keep your key on file for ease of future bookings.

Keys will continue to be stored securely as outlined in this policy.

You may request the return of your key at any time in writing.

If services have not been used for 12 consecutive months, unclaimed keys may be destroyed.

If your lock has been changed, please notify us and arrange a new key if services are to continue.

We reserve the right to charge a small fee for urgent key collection/drop-off outside our usual hours or zones.

6. Client Agreement & Waiver

By providing your key and using our services, you confirm the following:

You give permission for Barnett's Buddies to access your home as agreed for dog care purposes.

You understand our procedures for secure key storage, use, and return.

You accept that, while every precaution is taken, you are waiving liability for minor key issues unless due to proven negligence.

You agree to keep us informed of any changes to locks, codes, or alarm systems.

You release Barnett's Buddies from responsibility for unrelated home incidents (e.g., power cuts, leaks) unless caused by our actions.

You agree that this policy remains valid for future bookings unless withdrawn in writing.

Home Access Policy

As your trusted dog walker, it is essential that we have reliable access to your home to ensure the care and well-being of your dog during scheduled walks. To make sure walks go smoothly, the following policy applies to access to your home:

1. Key or Access Information

Clients are responsible for providing a working method of access to their home, which may include:

A key to the property.

Keyless entry codes (e.g., door or garage codes).

Access through a designated person (e.g., concierge or family member).

All keys or access codes will be securely stored and used only for the purposes of dog care. Any changes to access methods (such as changing locks, codes, or contact details of the person providing access) must be communicated to the dog walker at least 24 hours before the next scheduled walk.

2. Inability to Access the Property

In the event that the dog walker is unable to access the Client's home due to reasons beyond their control (e.g., locks changed without notice, malfunctioning keyless entry systems, blocked entry, or failure of designated individuals to provide access), the following will apply:

The scheduled walk will still be charged at the full rate.

The dog walker will make reasonable efforts to contact the Client or any emergency contact to resolve the access issue. If access cannot be gained within 15–20 minutes of the scheduled walk time, the walk will be considered canceled and chargeable.

3. Client Responsibilities

It is the Client's responsibility to ensure that access to their home is available during the agreed-upon time for dog care. This includes:

Providing accurate keys, codes, or contact details for entry.

Ensuring that all gates, doors, and security systems are functioning properly.

Communicating any changes to access information as soon as possible.





4. Emergency Situations

If access cannot be gained and the dog walker believes the pet's well-being may be at risk (e.g., if a pet is locked inside for an extended period), the dog walker may take reasonable steps to address the situation, such as contacting an emergency contact or animal services, if necessary. Any additional costs incurred as a result of such actions will be the Client's responsibility.

5. Cancellation or Rescheduling Due to Access Issues

If the Client anticipates any issues with access (e.g., temporary lockouts, renovations, or other factors), the Client must notify the dog walker at least 24 hours in advance to reschedule or cancel the walk without charge. Failure to provide sufficient notice may result in the walk being chargeable.

Dog Health & Vaccination Policy

Keeping every dog protected

At Barnett's Buddies, the health and safety of all dogs in our care is our highest priority. To ensure a safe environment for all clients and their dogs, we require that the following health and vaccination standards are met before any services commence.

Vaccination Requirements

All dogs in our care must be fully vaccinated where applicable and dogs must be up to date on the following core vaccines:

Distemper

Parvovirus

Hepatitis (Adenovirus)

Leptospirosis

Kennel Cough (Bordetella) – Required if your dog will be participating in group walks

Proof of vaccinations from a licensed veterinarian must be provided before the first booking.

We reserve the right to request updated vaccination records at any time.

Flea, Tick & Worming Prevention

To protect all dogs in our care:

Dogs must be on a regular flea and tick prevention program.

Dogs must be wormed routinely as recommended by your veterinarian.

If signs of infestation are found (fleas, ticks, worms), we may refuse service or require the dog to be treated before resuming care.

Illness & Contagious Conditions

For the well-being of all dogs, please do not bring or schedule services for your dog if they show any of the following:

Coughing, sneezing, or nasal discharge

Vomiting or diarrhea

Signs of contagious skin conditions (e.g., mange, ringworm)

Unusual lethargy or signs of pain

Any known exposure to contagious illnesses (e.g., kennel cough, parvovirus) within the last 14 days

If your dog becomes unwell while in our care, we will contact you immediately and may isolate them or seek veterinary advice depending on the severity.

Pets in Heat

Female pets in heat will not be accepted for group walks during their cycle. Please inform us if your pet is due to come into season so we can adjust bookings accordingly.

Injuries or Pre-Existing Conditions

If your pet has a pre-existing injury, medical condition, or is recovering from surgery, please notify us before booking so we can assess whether we can safely accommodate their needs.

Policy Agreement

By using our services, you confirm that:

Your pet is fully vaccinated and parasite-free.

You will notify us of any illness, injury, or exposure to contagious disease.

You understand that failure to comply with this policy may result in refusal or suspension of services

6. Senior Pet Care

We welcome senior pets and understand their unique needs. However, due to age-related health concerns, we require that any pet over the age of 10 be assessed individually. Owners must disclose any mobility issues, medications, or conditions such as arthritis or cognitive decline. For very elderly pets or those with ongoing health concerns, we may request a note from your vet confirming suitability for walks or extended care.

7. Veterinary Contact & Authorisation

All clients must provide details of their preferred veterinary practice. In the event of illness or injury, we will attempt to contact you and your vet. However, in emergency situations, we reserve the right to take your pet to the nearest available veterinary clinic. By using our services, you agree that we are authorised to seek care on your behalf and that you are financially responsible for any treatment costs incurred.

8. Emergency Treatment Refusal

If you prefer to be contacted before any emergency treatment is administered, you must provide written instructions to that effect. Please note that delaying medical intervention can increase the risk to your pet's health. Without written refusal on file, we will always act in the best interest of your pet and seek prompt care if required.

9. Skin, Coat & Grooming Issues

We are not liable for any pre-existing skin conditions, matting, or coat issues that may worsen during walks, play, or weather exposure. Owners must inform us of any sensitivities, allergies, or grooming-related needs. If we observe unusual hair loss, rashes, or skin irritation, we may recommend pausing services and suggest a veterinary review before continuing care.

Flea, Tick & Parasite Policy

Prevention & peace of mind

At Barnett's Buddies, we prioritise the health and safety of all dogs in our care, as well as the cleanliness of the environments we operate in. Parasites such as fleas, ticks, and worms can cause serious health issues for dogs and can also spread rapidly between dogs and into homes. This policy outlines our requirements and procedures to minimise these risks.

Preventative Treatment Requirement

All dogs must be on a regular, vet-recommended parasite prevention program before any services can begin.

Dogs must receive flea treatment at least once every 4–6 weeks, or as directed by a veterinarian.

Tick prevention should be maintained especially during high-risk seasons (spring through autumn).

Worming must be carried out routinely, typically every 3 months or according to your vet's guidance.

Natural or over-the-counter products are accepted only if proven to be effective and used consistently.

Preventative treatments must be administered before the start of care and maintained for the duration of the service agreement.

Proof of flea, tick, and worming treatment (e.g., veterinary records, purchase receipts, or treatment logs) may be requested at any time.

Health & Coat Inspections

To safeguard other animals and our service spaces, we may perform basic physical checks during services. We may inspect a dog's coat, skin, and general appearance for signs of fleas, ticks, or other external parasites.

Signs that may trigger concern include scratching, flea dirt, visible parasites, irritated skin, or hair loss.

These checks do not replace veterinary assessments but serve as a precaution to protect others.

If signs of infestation are found, services may be paused, and the client will be notified immediately.

We are not responsible for detecting internal parasites; routine deworming remains the owner's responsibility.

Regular grooming and hygiene are encouraged as a proactive measure to detect and prevent infestations.

Response to Infestation

If fleas, ticks, or other parasites are discovered on a dog in our care, the following steps will be taken:

- The dog will be immediately removed from group walks or shared environments if applicable.
- The owner will be contacted to collect the pet as soon as possible or approve emergency action.
- Services will be suspended until the dog is fully treated and a vet confirms they are parasite-free.
- The client may be charged for any environmental treatment required (e.g., deep cleaning, disinfecting).
- Additional charges may apply for cancellation of services caused by the infestation.
- Repeat infestations or failure to comply with prevention measures may result in permanent service refusal.

5. Shared Responsibility & Risk Awareness

Parasite prevention is a shared responsibility between the pet owner and the care provider.

- Owners must disclose any recent or ongoing parasite issues prior to bookings.
- We take all reasonable steps to reduce cross-contamination, including sanitising equipment and using separate towels, leads, and crates where necessary.
- Dogs with open wounds or flea allergy dermatitis may require special consideration and approval from a vet.
- Pets in multi-dog households must all be treated to prevent re-infestation.
- We are not liable for parasite transmission that may occur due to undisclosed infestations or failure to maintain prevention protocols.
- It is your responsibility to ensure that prevention is applied correctly and consistently as directed.





6. Policy Agreement & Acknowledgement

By using our dog walking services, you confirm that:

- Your dog is currently treated for fleas, ticks, and worms according to veterinary recommendations.
- You understand that failure to comply with this policy may result in suspended or refused services.
- You accept financial responsibility for any treatment, cancellation, or damage caused by an infestation.
- You agree to notify us immediately if you suspect your dog has parasites or has come into contact with infested animals.
- You understand that this policy is in place to protect all animals in our care and the environments we work in.
- You consent to basic coat checks as part of our general duty of care.

Emergency Veterinary Care

By commencing a service with Barnett's Buddies, it is understood that I authorise them and their representatives to act in my absence regarding emergency medical care for my pet(s). I understand and agree to the following terms:

1. Urgent Medical Intervention

In the event that my pet experiences injury, illness, or other health concerns while under the care of Barnett's Buddies, I authorize them to immediately transport my pet to the nearest licensed veterinarian or emergency animal hospital. This includes incidents that occur during walks, play, transport, or time spent at my home.

2. Veterinary Treatment Authorization

I give permission for the attending veterinarian to examine, diagnose, treat, and perform any procedures necessary to stabilize or relieve the suffering of my pet. This may include, but is not limited to: X-rays, blood tests, IV fluids, medication administration, sedation, or emergency surgery.

3. Communication & Contact Attempts

Barnett's Buddies will make every reasonable effort to contact me and/or my emergency contact prior to treatment. However, I understand that if the situation is time-sensitive, treatment may proceed before contact is made, to avoid unnecessary pain, distress, or risk to my pet.

4. Financial Responsibility

I accept full financial responsibility for all veterinary services, treatment costs, medications, and related expenses incurred during emergency care. I understand that Barnett's Buddies is not financially responsible for these costs, and I agree to settle the bill directly with the veterinary provider.

5. Transportation Consent

I authorize Barnett's Buddies to transport my pet in a secure and safe manner to and from veterinary clinics, hospitals, or other relevant facilities when required. I agree that all reasonable precautions will be taken during transport, but I understand that transport may carry minimal inherent risk.

6. Treatment Limits (Optional Guidance)

I wish to set the following financial treatment limits in case I cannot be reached:

Maximum cost authorized without contact: £

Do NOT proceed with treatment above this limit unless contacted

Other notes (e.g. DNR, no surgery, etc):

7. Liability Release

I release Barnett's Buddies, its owner(s), staff, and representatives from any liability related to emergency medical decisions made in good faith while acting on my behalf. I acknowledge that while every effort will be made to ensure the best outcome, no guarantees can be made regarding the results of veterinary care.

Client Acknowledgement

By commencing a service with Barnett's Buddies, it is understood that I have read, understood, and agree to the terms outlined above, and that the information I have provided is accurate. I will keep Barnett's Buddies informed of any changes to my pet's health, behaviour, or veterinary details.



Weather Policy

Heat

The safety and wellbeing of your pet is our priority, and weather directly affects how we deliver our service. We will not walk pets in temperatures above 20°C (68°F). Dogs cool themselves mainly by panting and are highly susceptible to heat stress, exhaustion and, in severe cases, heatstroke in warmer weather.

During hot weather we schedule walks for the cooler parts of the day. Where this isn't possible, a walk may be replaced with garden time to toilet, with access to shade and fresh water — or, if you are present, a short shaded toilet break with a reduced walk. We always allow extra time to cool your pet down with cuddles and play so they stay comfortable and safe.

Snow & Ice

Snow and ice can make it harder to reach every client safely and on time. Please understand that delays may occur and walk durations may be adjusted to accommodate all clients; any changes will be shown clearly on your next monthly invoice. The safety of our clients and our team always comes first.

Storms

Some pets are unsettled by wind and rain. In these cases we gently encourage them outside for necessary relief, then stay on-site with attentive play until the scheduled walk time has elapsed. If walks are cancelled entirely due to adverse weather, our standard cancellation policy applies. We will always keep you informed of our proposed course of action so we can make safe, comfortable decisions for your pet.

Bitches in Heat Policy

At Barnett's Buddies, the safety and well-being of the dogs in our care are of utmost importance. We understand that bitches in heat require special attention and handling to ensure both their safety and the safety of other dogs. To provide the best possible care, we have implemented the following policy for walking bitches in heat:

Individual Walks Only: Bitches in heat will be walked individually to avoid interactions with other dogs, especially male dogs. This ensures their safety and reduces the risk of unwanted attention.

Off-Peak Walking Times: Walks will be scheduled during quieter times of the day to minimise exposure to other dogs and distractions. This helps reduce stress for the dog and keeps the walk calm.

Secure Locations: Walks will take place in secure areas away from high-traffic pet walking zones, ensuring the bitch is not approached by off-lead dogs or distracted by other dogs.

Extra Supervision: The dog walker will keep the dog on a short lead at all times to maintain full control and avoid any unwanted incidents. Extra vigilance will be taken when walking near other dogs.

Owner Notification: We will always communicate with the owner prior to walking a bitch in heat to discuss any special needs or requests and confirm the safety measures we will take.

Cancellations: If an owner prefers, walks for bitches in heat can be postponed or canceled during this time, and no cancellation fee will be applied.

By adhering to this policy, we aim to ensure a safe, stress-free experience for bitches in heat and provide peace of mind to their owners. Please reach out to us if you have any further questions regarding this policy.

Aggressive or Reactive Behaviour Policy

Managing behaviour with care

At Barnett's Buddies, we are committed to providing a safe and positive environment for all dogs in our care. To protect the well-being of the dogs, our team, and members of the public, this policy outlines how we assess and manage dogs displaying aggressive or reactive behaviour.

1. Behaviour Disclosure Requirement

All clients are required to fully disclose any past or current behavioural issues at the time of booking. This includes any history of aggression, reactivity, fear-based behaviours, or resource guarding. Owners must inform us of incidents involving lunging, snapping, biting, growling, or excessive barking. Even if a dog has not shown aggression recently, past behaviour must still be disclosed for risk assessment.

Disclosure applies to behaviour toward people, other dogs, or specific triggers (e.g., bikes, loud noises). Withholding behavioural history may result in immediate service termination.

We may require a behaviour consultation or written information from a trainer before continuing care.

2. Definitions of Unacceptable Behaviour

To ensure the safety of all involved, the following behaviours are considered unacceptable during services:

Aggressive displays including growling, snarling, lunging, or biting directed at humans or other animals.

Uncontrollable reactivity when exposed to triggers such as traffic, animals, or loud noises.

Severe leash-pulling combined with unresponsiveness to handler direction.

Destructive behaviour in a home or vehicle, particularly when related to separation anxiety.

Excessive dominance, bullying, or rough play with other dogs.

Any behaviour that places other dogs, people, or our team at risk of harm.

3. Safety Measures & Management

If we agree to care for a dog with mild behavioural challenges, we will implement specific safety protocols.

Dogs may be walked solo only and not allowed to mix with others.

Secure, double-clip harnesses, muzzles (if applicable), or long lines may be used.

Walks will be carried out in quiet or low-traffic areas to reduce exposure to known triggers.

We may reduce walk duration to accommodate emotional regulation and stress management.

Our handlers will never use punishment-based methods, but safety will always come first. We reserve the right to stop a walk immediately if behaviour becomes unsafe.

4. Behaviour Changes During Care

Dogs may behave differently in new environments or with unfamiliar handlers. If concerning behaviours arise during services:

We will document and report any incidents to the owner as soon as possible.

Services may be paused until the behaviour can be reassessed.

We may recommend behavioural support, training sessions, or veterinary input.

Sudden aggression or unpredictable responses will result in temporary or permanent service suspension.

Our team is trained to recognise signs of stress or escalation and will always act in the best interest of safety.

If risk to humans or animals becomes significant, emergency collection may be required.

5. Liability & Refusal of Service

We maintain a zero-tolerance policy for knowingly aggressive or dangerous dogs placed in our care without disclosure.

We reserve the right to refuse service to any dog that poses a safety risk.

If a dog bites, attacks, or causes injury to a handler, another dog, or a third party, the owner accepts full liability.

Any damage to property, vehicles, or our equipment resulting from aggression may be chargeable.

No refunds will be issued for cancelled services due to aggression or behaviour-related suspension.

Repeated behavioural issues or dishonesty will result in permanent removal from our client list.

We may require owners to seek professional training support before reconsidering future bookings.

6. Agreement & Responsibility

By using our services, you acknowledge and agree to the following:

You have disclosed all relevant behavioural information truthfully and in full.

You understand our definition of unacceptable behaviour and safety thresholds.

You accept that services may be adjusted, limited, or cancelled in the interest of safety.

You agree to maintain training, socialisation, and care to support your dog's behaviour.

You accept full responsibility for any injury or damage caused by your dog's behaviour.

You support our use of professional discretion in managing challenging or unsafe behaviour.





Damage Policy

At Barnett's Buddies, we understand that dogs can sometimes cause accidental damage to clothing, equipment, or other items used by our dog walkers during their walks. To ensure clarity and fairness for all parties, the following policy outlines how we handle situations involving damage caused by a dog.

Responsibility for Damages: If a dog damages the walker's clothing, equipment, or personal belongings (such as leads, harnesses, bags, or devices) during the walk or visit, the owner may be responsible for covering the cost of repair or replacement. This includes situations where the dog exhibits destructive behavior, such as chewing, biting, or excessive pulling.

Assessment of Damage: In the event of any damage, the dog walker will notify the owner immediately and provide photographic evidence where possible. We will assess the extent of the damage and discuss repair or replacement options with the owner in a fair and transparent manner.

Owner's Liability: While minor wear and tear is expected during the normal course of dog care, any significant damage caused by a dog's actions may result in a request for compensation from the owner to cover the cost of repair or replacement. This applies to damage resulting from behaviour that is not typical of a well-behaved or trained dog.

Prevention Measures: We encourage all owners to ensure their dog is properly equipped with suitable leads, harnesses, or muzzles (if necessary) and to inform us in advance of any behavioural issues that may increase the likelihood of damage. If the dog has a known history of destructive behaviour, we will work with the owner to take appropriate preventative measures to avoid incidents.

Communication: Open and honest communication between the owner and the dog walker is essential. If any concerns about a dog's behaviour arise, we will discuss these with the owner to find a solution that works for both parties and ensures the ongoing safety of both the walker and the dog.

Liability Waiver Policy

Understanding the risks

At Barnett's Buddies, the safety and well-being of your dog is our top priority. While we take every precaution to ensure a safe and caring environment, by using our services, you acknowledge and agree to the following terms:

1. Assumption of Risk

While in our care, your dog may interact with other dogs, explore outdoor environments, or experience new situations. You understand that there are inherent risks involved and accept full responsibility for any outcomes that may arise.

2. Owner Responsibility

You confirm that your dog is up to date with vaccinations, is free from contagious illness, and does not have a history of aggressive behavior unless previously disclosed. Any known behavioral concerns must be communicated in writing before services begin.

3. Injury or Illness

In the unlikely event that your dog becomes injured or ill while in our care, we will contact you or your emergency contact immediately. If urgent care is needed, we reserve the right to seek veterinary treatment at your expense.

4. Property Damage or Personal Injury

You accept full financial responsibility for any damage your dog may cause to property, other dogs, or people during the duration of care, including during walks, visits, or stays.

5. Release of Liability

By leaving your dog in our care, you agree to release Barnett's Buddies, its owner, and staff from all liability for injury, illness, loss, or death of your dog, except in cases of proven negligence.

6. Emergency Situations

In the case of a natural disaster, emergency, or event beyond our control, we will make every reasonable effort to protect and care for your dog but cannot guarantee outcomes. You agree not to hold us liable for events outside our control.

By using our services, you confirm that you have read, understood, and agreed to the terms of this Liability Waiver Policy.

Data Protection

How we handle your information

Barnett's Buddies takes the privacy of all clients very seriously. We will never share or disclose your details to third parties, with the sole exception of your nominated veterinarian. You may request access to your data at any time.

Our Privacy Policy is required under the General Data Protection Regulation (GDPR). It is necessary for us to inform you of the information we collect about you and your dog, how we use it, and how it is stored.

We collect and store the following information via your consent forms. Physical forms are locked away securely each night; digital records are password-protected on our computer.

- Your name, address, email address, and emergency contact details
- Your dog's age, breed, colour, and gender
- Your dog's likes and dislikes
- Your dog's behaviour during walks (e.g. nervous, excited, or reactive)
- Any medical issues you have disclosed to us
- The amount you spend on walks with us

We will only use your personal information in the following ways:

- To respond to enquiries
- To send appointment reminders via email or text message
- To send vouchers or promotions
- For market research purposes



- For record-keeping purposes
- To deal with enquiries and complaints
- To contact you regarding appointments, collection or drop-off, cancellations, rescheduling, or emergencies
- To request a review

We require a minimum of your name, address, and phone number so that we can send walk updates and reminders, or contact you urgently while your dog is in our care.

We cannot accept a dog for care without valid, up-to-date contact details.

Your name and contact number will also be stored on our mobile phone to enable us to contact you in cases of emergency, provide walk updates, and send appointment reminders. No other details are held on the phone. This information is protected by a passcode and is not accessible to anyone else.

You may ask to view your details at any time.

If you would like your information deleted, please let us know and we will do so upon request.

Any former customer's details will be destroyed within one year of their last attendance.

We send newsletters that you can opt out of at any time. We will ask your permission before adding you to our mailing list.

We enjoy taking photographs during our walks to share on social media. We will only share images if you have given consent via our consent forms. All photographs taken remain the copyright of Barnett's Buddies.