WalkDogs.ca

Walking Policy

Last Updated: November 23, 2026

Introduction

These policies explain how WalkDogs.ca works, what we expect from clients, and what you can expect from us. Please read them before your first booking. Questions? Email woof@walkdogs.ca.

Agreement

You'll accept these policies in the Time To Pet app before your first booking. Booking any WalkDogs.ca service also means you agree to them. All prices are in CAD. All fees are subject to HST.

Booking & Schedule

Walking Hours

Monday to Friday, 8am to 6pm ET
Walks outside these hours carry an additional $13 After Hours fee.

Weekend walks depend on walker availability and aren't guaranteed. All weekend walks carry the $13 After Hours fee. Please book weekend walks by 5pm Thursday.

Holiday Schedule

Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, National Day for Truth and Reconciliation, Thanksgiving Day

Winter break: closed December 24 to January 1. We reopen January 2.

Need a walk on a holiday? We may be able to help for an additional $13 fee, based on walker availability. Holiday requests fill up fast, so book as early as you can.

Service Area

We walk dogs within our service area, shown on our service area map. Walks outside the service area are charged at our Out of Service Area rate of $45, based on walker availability.

Schedule Hours

Our team checks the schedule from Sunday at 8am to Thursday at 5pm. No one reviews bookings, changes, or messages from Thursday at 5pm to Sunday at 8am, or on holidays. Anything booked or changed during that time is subject to availability and a $13 Late Booking fee.

Booking Cutoff

Book during schedule hours, before your walk's cutoff.

- Walk on Tuesday to Friday: book by 8am the day before.
- Walk on Saturday, Sunday, or Monday: book by 5pm Thursday.
- Walk the day after a holiday: book before the holiday, during schedule hours.

Bookings made after the cutoff, or between Thursday at 5pm and Sunday at 8am, are subject to availability and a $13 Late Booking fee.

Cancellations and Changes

Cancellations and changes follow the same cutoffs as bookings. Cancel or change a Tuesday to Friday walk by 8am the day before. Cancel or change a Saturday, Sunday, or Monday walk by 5pm Thursday. Changes after the cutoff are charged the full walk fee. We'll try our best to accommodate emergencies, though last-minute changes can't be guaranteed.

Regular Schedules

Consistency is good for your dog. Regular schedules also help us plan our walkers. If your dog's schedule changes week to week, book early. The cutoff is 8am the day before, or 5pm Thursday for Saturday, Sunday, and Monday walks.

Two-Hour Window

Traffic, weather, and other clients' needs mean we arrive within a two-hour window. If your walk is set for 3pm, your walker will arrive between 2pm and 4pm. Windows never start before 8am or end after 6pm, unless you've booked an after-hours walk.

Our Walk Guarantee

We guarantee every approved walk, as long as your walker has full access to your dog and all required gear. An approved walk is one we've confirmed in Time To Pet.

If your walker can't access or find your dog within 5 minutes of arriving, full rates apply.

Backup Walkers

If your regular walker is sick or unavailable, a trained backup walker will cover. We'll let you know before the walk.

Meet & Greet

A Meet & Greet is required before the first service. Your walker meets you and your dog to go over routines, needs, and instructions. There's no charge.

Fees & Payments

Fees at a Glance

- After Hours (outside Monday to Friday, 8am to 6pm): $13
- Weekend walk: $13
- Holiday walk: $13
- Late Booking: $13
- Out of Service Area Walk: $45
- Emergency Key Drop-Off: $33
- Emergency care time (when we can't reach you): $45/hour

Payments

Pay for all services through the Time To Pet portal before the walk. Discount and referral codes are applied at checkout. If a payment fails, we'll contact you to update your payment method. Services may be paused until the balance is paid. Ongoing non-payment can lead to termination of service.

You'll receive a walk report in Time To Pet after each visit.

No Refunds

All payments are final. We don't offer refunds, including for unused walks when service ends.

Price Changes

We'll give at least 30 days' notice by email before any price change takes effect.

Referrals

Refer a friend and get a free 1 Hour Pack Walk or 1/2 Hour Private Walk once they complete their first paid walk. Limit one referral reward per referred household.

Walks & Safety

Pack Walks

Packs have a maximum of 5 dogs. If a dog doesn't get along with the pack, we'll bring them home and schedule a private walk instead. Dogs showing behavioural issues will be re-evaluated. Depending on the outcome, they may continue with adjusted pack walks or move to private walks only.

Leash Policy

Dogs stay on leash at all times. We never take dogs off leash, including in off-leash parks.

Pack Walk Risk

Dogs play, and play can get rough. We supervise every walk closely, though minor scrapes can happen in a group setting. If one dog injures another, the owner of the dog that caused the injury is responsible for related vet costs. You must tell us about any history of biting, aggression, or reactivity before the first walk.

Equipment

Every dog needs two pieces of equipment: a durable collar with ID tags and a well-fitted harness. If either is missing at the time of the walk, we may decline service that day. Full rates apply.

Vaccinations

Every dog in our care shares space with other dogs. Keeping vaccinations current protects your dog and the rest of the pack. All dogs must be vaccinated for rabies, DHPP, and bordetella. Upload records in the Time To Pet app or email them to woof@walkdogs.ca at least 48 hours before the first service. We'll ask for updated records when vaccinations renew. If your dog's vaccinations expire, we'll pause pack walks until we receive updated records.

Pet Health & Safety

We may decline service for dogs that pose a health or safety risk. Unaltered dogs over 8 months old are accepted based on behaviour, assessed at the Meet & Greet. Please tell us about any health conditions, medications, or recent changes in behaviour.

Dogs in Heat

Females in heat can't join pack walks. We'll switch them to private walks, at the private walk rate, until their cycle ends. Please tell us as soon as your dog's cycle starts.

Extreme Weather

In extreme heat, cold, or storms, hour-long walks may be shortened to a quick relief break. Your dog's safety comes first. Full rates apply.

Emergency Care

Every client must keep an emergency contact and their vet's details on file in Time To Pet. If your dog is hurt or sick during a service, we'll contact you right away. If we can't reach you or your emergency contact, you authorize us to take your dog to your vet or the nearest emergency clinic. You also authorize the vet to provide whatever care they consider necessary, with no spending limit.

You're responsible for all vet costs. If we can't reach you, our time is billed at $45/hour until you or your emergency contact takes over.

Your Home & Keys

Key Handling

Keys stay with your assigned walker when not in use. Each key is labelled with a code, never your name or address. Fobs and access cards get the same care. Please make sure keys and access methods work. Service that's missed because of a faulty key or fob is billed at the full rate.

If we lose a key, we'll cover the reasonable cost of replacing it or rekeying the lock.

Emergency Key Drop-Off

Locked out? We can bring your key to you for $33 within our service area, based on walker availability. The $13 After Hours fee applies outside standard hours.

Key Return

When service ends, we return all keys, fobs, and access cards within 7 days. We'll hand them back at your last walk or arrange a drop-off.

In Your Home

We enter your home only to care for your dog. We're not responsible for damage your dog causes in your home.

Privacy & Legal

Privacy

We collect only what we need to care for your dog safely.

What we collect: Your name, phone number, email, and address. Home access details, such as keys, fobs, and entry codes. Your dog's health, behaviour, and vaccination records. Your vet and emergency contact details. Walk reports, which may include photos and GPS routes.

Why we collect it: To schedule and deliver walks, keep your dog safe, reach you in an emergency, and bill you.

Where it's stored: In the Time To Pet app. Payments are processed through Time To Pet. We don't store your full card number.

Who sees it: Your assigned walker, any backup walker covering for them, and our office team. Walkers see only what they need for your walks. We never sell your information on its own.

If the business changes hands: If WalkDogs.ca is sold or merges with another business, your information may be transferred to the new owner so your service can continue. A potential buyer may review it before a sale, under a confidentiality agreement. The new owner must protect it under this policy, and we'll tell you when the transfer happens.

How long we keep it: We delete your home access details and return your keys within 7 days of your last service. We keep billing records for as long as tax law requires. We delete everything else within 12 months of your last service.

Your rights: You can ask to see, correct, or delete your information at any time. Email woof@walkdogs.ca.

Emails: We only send marketing emails if you've agreed to receive them, and you can unsubscribe at any time. Service emails, like walk reports and policy updates, are part of your service.

If something goes wrong: If a privacy breach could put you at risk, we'll tell you and report it as the law requires.

Photo & Video

We take photos and videos of dogs during walks. We may share them on social media and in our marketing. We never show your address or anything that identifies your home. To opt out, email woof@walkdogs.ca.

Insurance

WalkDogs.ca is fully insured. Proof of coverage is available on request.

Non-Solicitation

Our walkers are not allowed to offer private services to WalkDogs.ca clients. You agree not to hire any WalkDogs.ca walker directly, or through another company, while you're a client and for 24 months after your last service.

Termination of Service

Either party can end service with 7 days' written notice. We may end service immediately for:

- **Aggression:** a dog shows aggressive or harmful behaviour toward walkers or other dogs.
- **Non-payment:** payments are missed or fail repeatedly.
- **Unresolved issues:** a recurring problem can't be worked out.
- **Changed needs:** a dog's needs change beyond what we can safely provide.
- **False information:** we were given misleading information about a dog's health or behaviour.

We'll always try to talk through any issue before ending service.

Liability

Claims against WalkDogs.ca are limited to cases of our proven negligence.

Changes to This Policy

We may update these policies from time to time. We'll email clients at least 14 days before any change takes effect. Continuing to book after that means you accept the updated policies.