



Walking Policy

Last Updated: May 2025



Introduction

At WalkDogs.ca, our commitment to providing unparalleled care to your furry companions goes hand in hand with maintaining clear and transparent communication with you, our valued client. We know that trust is paramount when it comes to caring for a cherished member of your family, and we strive to ensure that every aspect of our service reflects this principle. Below, we outline our core operational policies, designed to foster a seamless and stress-free experience for both you and your pet. Let's embark on this delightful journey together, ensuring every step is in sync and every tail wag is a testament to our shared understanding.

Walking Hours

Standard working hours:

Monday to Friday
9am-6pm EST

Afterhours walks are sometimes available at an additional cost.

Holiday Schedule

New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day Civic Holiday, Labour Day, National day of Truth and Reconciliation, Thanksgiving Day, & Christmas Break (December 24th - January 1st)

Note: On holidays we recommend booking your dog walking appointments in advance to secure your preferred times.

Services are based on availability of walkers and are subject to additional costs.

Meet & Greet Policy

Before the first service, a mandatory introduction meeting between the dog walker, the pet, and the pet owner is set to discuss specific needs and instructions.

Walking Policies

At WalkDogs.ca, the safety and well-being of every pooch is our top priority. We strictly adhere to a maximum of 5 dogs in a pack to ensure individual attention and security. If a dog doesn't harmonise with its pack mates, we'll responsibly return them home and schedule a private walk to cater to their needs. Any dog displaying behavioural challenges will undergo a re-evaluation. Depending on the outcome, they may continue with adjusted pack walks or transition exclusively to private walks. Our aim is to make every walk a joyful experience for all involved.

Key Handling Policy

At WalkDogs.ca, the security of your home is paramount to us. All client keys are kept with the assigned pack leader when not in use. For added discretion, keys

are labelled using a coded system, ensuring no direct identification or address is linked to any particular key. This method is intentionally designed to uphold your privacy and security. Please note, if we are given fobs or access cards, they receive the same level of care and discretion. It's essential for clients to ensure that keys and access methods provided are in working order to avoid any disruptions in service. We're dedicated to keeping your trust, one key at a time.

NOTE: Emergency key drop offs are available at an additional cost.

Referral Policy

We're always wagging our tails in appreciation for your trust! When you refer a fellow dog parent to our services, it's our joy to thank you. For every successful referral, you'll receive a free walk on your next booking. It's our way of saying "Thanks" for spreading the word and helping our pack grow. After all, a bigger pack means more furry friends to play with! So, let your friends know about us, and we'll make sure both you and your pooch feel the love.

Two-Hour Window

Navigating city life, unpredictable weather, and varying client needs mean we operate within a two-hour window for all walks. For example, if your walk is set for 3pm, our walkers will be there between 2pm and 4pm, ensuring every pet gets quality time outdoors.

Payments

Please ensure payments are settled via our Time To Pet portal, accessible here: <https://www.timetopet.com/portal/walkdogscs>. Opt for multiple walks, and we'll keep you updated post each stroll. Discounts? Use coupon codes during payment.

Regular Schedules

Consistency is key for our furry friends. Regular schedules not only benefit your pet but also allow us to allocate our dedicated walkers effectively.

24 Hours

Changes in plans? We get it. Just give us a 24-hour heads up. For those weekend strolls, let us know any changes by 5pm on Thursday.

Our Priority

Every tail wag matters to us. We're flexible for emergencies, but last-minute changes or requests might be tough to guarantee. We require all bookings to be

Varying Schedules

If your pet's schedule isn't set in stone, early reservations ensure they don't miss out on their favourite walk times.

Equipment Policy

WalkDogs.ca prioritises the safety and well-being of all pets under our care. To ensure this, clients are required to provide two distinct pieces of equipment for their dogs: a durable collar and a well-fitted harness. If the necessary equipment is not available during our scheduled walk, our team reserves the right to decline the service for that day. Your dog's safety is our top concern.

Photo & Video

WalkDogs.ca reserves the right to capture photos and videos of pets during our services. These images may be used for promotional, marketing, and social media purposes, celebrating our furry clients and the joy of our walks. Note: Customers can opt out by emailing us at woof@walkdogs.ca.

Cancellations

Plans change, but do notify us 24 hours in advance (by 5pm the day prior) to avoid the full walk fee.

No-show Policy

Missed a slot? If we can't access or find your pet within 5 minutes of arrival, full rates apply.

Extreme Weather

Safety first! During intense weather conditions, hour-long walks might be abbreviated, ensuring pets get a quick relief break.

Emergency Care

Pets are family. If any emergency arises, we'll rush to get them the best care, with a \$45/hour fee for unreachable owners.

Vaccinations

We prioritise health. Ensure your pet's vaccinations are updated at least 48 hours before our service and kindly provide the necessary records.

Pet Health & Safety

Safety and care come first. We might decline services for pets posing health or safety risks. Unaltered pets over 8 months aren't on our list. All pets should flaunt proper ID tags.

Backup Walker Policy

We understand the importance of consistency for your furry friend, but sometimes life has other plans. If your regular walker can't make it due to illness or unforeseen circumstances, don't fret! We always have a backup walker ready to step in. Before the walk, we'll communicate any changes directly to you, ensuring a smooth transition. Our backup walkers are equally trained and passionate about providing top-notch care, ensuring your pet's routine remains uninterrupted and they continue wagging their tail. Your pet's happiness and safety are our utmost priorities!

Termination of Service Policy

We strive for a harmonious relationship with both our furry clients and their owners. However, we acknowledge that sometimes circumstances change. Either party can terminate the service agreement under the following conditions:

- **Aggressive Dog Behaviour:** If a dog exhibits aggressive or harmful behaviour towards our walkers or other pets, we may need to discontinue service for the safety of everyone involved.
- **Non-Payment:** Failure to make timely payments may result in termination of services. We believe in fair compensation for our dedicated services.
- **Miscommunication or Misunderstanding:** Clear communication is crucial. If there's a recurring issue or misunderstanding that can't be resolved, either party may decide it's best to part ways.
- **Change in Service Requirements:** If there are drastic changes in a pet's needs or our ability to meet those needs, a service termination might be necessary.

We always aim to discuss any issues with our clients before making final decisions. Open dialogue is key to a successful partnership.

Legalities

Trust is mutual. We respect your space, entering homes strictly for pet services. Any damages caused by pets in our absence aren't our responsibility. At WalkDogs.ca, we believe in clear terms: Claims are only viable in cases of our proven negligence. Our dedicated Pack Leaders are strictly against side gigs. Misleading pet information can lead to contract termination.