

F.A.Q

Q: During what hours do you offer walks?

A: Monday to Friday from 8am to 4pm. Public holidays closed

Q: Do you have police clearance and are you insured?

A: All Perth Dog Walkers have police clearance and PDW has public liability insurance provided by Marsh.

Q: Do I get to meet you before you start walking my dog?

A: Of course ;) we will come to you for no obligation talk and to meet your beloved furry friend. This will provide us with important information regarding your pet, their health, likes and dislikes and most importantly how they behave with other animals and out in public. This is the perfect opportunity to ask us any questions about our service.

Q: Will you use other walkers to walk our dog?

A: All dogs are personally walked by me, so your doggie always gets the same friendly and experienced walker.

Q: Where do you take the dogs for a walk?

A: We will walk your dog in their own environment taking the best advantage of Perth's local parks, beaches and facilities. Routes can be varied according with weather and season.

Q: What transportation do you have?

A: All dogs will be in a fully air-conditioned and comfortable vehicle (Bobbie the Van), your pet will always be safe and secure.

Q: Will you walk my dog in all weather?

A: Your pet's wellbeing and safety is of the utmost importance. In cases of torrential rain, extreme heat, walks will be adjusted as necessary so as to not put any unnecessary stress on your dog. Thunder and lightning will be avoided at all times to provide safety to your pet, as will extra time will be taken at no added cost to ensure that they have the maximum benefit from their walk. We always carry plenty of fresh water.

Q: Do I need to provide leads, toys or other equipment?

A: PDW utilises their own leads and equipment as not to cause any damage to yours. We do require your dog to have their own collar with a tag with owner's details. We provide healthy treats, so please advise if your dog has any dietary requirements.

Q: How will I know if my dog/s are enjoying their walks?

A: We are positive you will know your dogs are enjoying their walks because of their improved behaviour and general demeanour on return. PDW regularly uses their Facebook/Instagram page with updates of your doggie....all you have to do is like the page 😊. If you are not a social media fan, pictures will be sent by text.

Q: What would PDW do if there's an emergency?

A: If your pet falls ill or is injured during the time it is in the care of Perth Dog Walking, we will provide a high quality of care, and every attempt will be made to contact you on the telephone numbers provided. Your nominated Veterinary practice will be contacted immediately.

Terms and Conditions of Service

Payment

We accept cash or direct deposit.

- *Casual arrangements*; payment must be made in full prior to the walk.
- *Regular walks*; payment made by direct debit or cash must be paid prior to walk/s of each week.

Damages

Perth Dog Walking holds public and product liability insurance whilst your pet is in our care. However while the PDW walker takes every care with your pet, should your pet cause any damage to any person/other animal or property you will be held personally liable for repair, damages and veterinary costs.

Cancellation

PDW understands emergencies may arise, so if it necessary for you to cancel we would appreciate you notifying PDW as soon as possible, either by phone, SMS or email. We will do our best to reschedule at a time convenient for both parties. No charges are made for cancellations. We will make every effort not to cancel an appointment but should it be necessary we will give you as much notice as possible.

Vet Care for dogs/regular walks

You will be notified immediately if your dog needs to visit the vet. It is your responsibility to pay all costs to the Vet providing care for your dog.

Privacy Statement

Any information you provide to us will be kept confidential and will not be shared, sold or exchanged with any business or individuals not associated with 'Perth Dog Walking'. We may however disclose any information about you and your animals to law enforcement agencies or regulatory bodies should we be required by law to do so.

Abbreviations: PDW – Perth Dog Walking