Dog Tired Pet Care
Terms & Conditions

Valid from week commencing 1st January 2026

Holidays & Sickness

If your dog(s) cannot attend the walk(s) due to holidays or sickness the full dog walking fee is payable. There is no charge during my own holiday.

Vaccination

To protect your own dog/dogs, please could I ask that all their vaccinations are up to date. This also includes flea, tick and worming.

Castration and Spaying

In the 1st instance we do not require males to be castrated, however if there is any unwanted behaviour this will be flagged up with you and the appropriate action discussed. For bitches, we are happy to walk them until such time they go into season. Once in season they will NOT be able to attend group walks. During this time a comfort break will be offered.

Payment

Payment will be made in advance and by standing order by the Tuesday of each week. Other payment options may be available by prior discussion with myself. Late invoices will incur a 25% late payment charge and will be added to your next invoice.

Withdrawal of Services

I am a small family business and operate on very tight margins. I respectfully request you give me at least one month’s notice prior to withdrawing from your dog walking slot.

My Walks

I operate two walks a day, one in the morning and one in the afternoon. I cannot guarantee the exact time of the walk your dog will be on, but I'll do my best to accommodate you. If I have a limited number of dogs, it may be necessary to combine both walks. In the event of both walks being combined, I will contact you via text message with a rough estimate of the scheduled walk time.

Dog Boarding

All owners shall provide food, bedding, bowls and any comforts for their dog. All dogs are required to attend a trial night before a booking is confirmed, charged at normal rate. A 50% deposit is due at booking. If your dog is unsuitable, the deposit shall be refunded. Should you cancel your booking at any point, your deposit shall be retained. Bookings cancelled with seven days' notice or less will be charged at full price. Dogs must be fully vaccinated and treated appropriately with worming, flea and tick treatment. Appropriate identification must be worn during the stay.

Identification

The law requires your dog to wear an identification tag and be chipped. I reserve the right to refuse your dog a walk if your dog is not showing identification on pick up. Full payment will still be due. For additional security and transparency we advise the use of a tracker such as the Tractive dog tracker. I can provide a discount link if required.

Injury

Should your dog receive or cause an injury while out on a walk, you shall be responsible for any treatment required for your dog and any others involved.

Communication

Information to both yourself and myself will be via WhatsApp messages and occasionally email. Once your dog starts with the Dog Tired Pet Care community you will be invited to join the Dog Tired Inner Circle members-only group for holiday updates, extra availability, and sickness notifications. Replies should be made privately where possible.

Complaints Procedure

I endeavour to keep my clients as happy as possible. In the event you are unhappy with my services, please contact me at your earliest convenience so I can resolve any grievances promptly.

Social Media

I post photos and videos of activities on social media. If you do not want your dog shown on my social media platforms please let me know via WhatsApp message.

Additional Information

Mobile: 07940374336
Email: gareth@dogtired.co.uk
Website: www.dogtired.co.uk