



Walking Paws Around Bordon

Terms and Conditions

Last Updated: July 2026

Welcome to Walking Paws Around Bordon.

These Terms and Conditions govern all dog walking, pet sitting and related pet care services provided by Walking Paws Around Bordon ("we", "our", "us"). By booking any service you confirm that you have read, understood and accepted these Terms and Conditions.

1. Our Services

Walking Paws Around Bordon provides professional pet care services including but not limited to:

Buddy Walks

Senior Sniffer Strolls

Solo Walks (where agreed)

Overnight Pet Sitting

Puppy Visits

Home Visits

Other pet care services agreed at the time of booking.

Standard walks are either:

25 minutes

50 minutes

unless otherwise agreed in writing.

Dog walking services operate Monday to Friday.

Overnight Pet Sitting normally runs from 4:00pm on the first day until 10:00am on the final day, unless agreed otherwise in writing.

2. Registration

Before any service can commence, all new clients must:

Complete a registration form.

Provide emergency contact details.

Provide veterinary details.

Disclose any behavioural or medical issues.

Agree to these Terms and Conditions.

Walking Paws Around Bordon reserves the right to refuse any booking where insufficient information has been provided.

3. Bookings

Bookings must be made in advance.

Regular weekly bookings are subject to availability and are given priority.

Following registration, bookings, amendments and cancellations should be made via the Pet Sitter Plus Customer Portal wherever possible.

Additional or last-minute bookings cannot be guaranteed.

4. Prices

Current prices are available upon request and may be amended from time to time.

Clients will receive reasonable notice before any price increases.

5. Payment

Dog Walking

Invoices are issued on the 28th of each month.

Payment is due within 3 calendar days.

Overnight Pet Sitting

Payment is required in full at the time of booking.

Accepted payment methods include:

BACS

Cash

Failure to pay outstanding invoices may result in suspension of future services.

6. Late Payments

If payment is not received within three days:

A £5 administration fee will be added.

From Day 4 onwards, a further administration charge of £10 per day may be applied until payment has been received.

Walking Paws Around Bordon also reserves the right to recover reasonable costs incurred whilst recovering outstanding debts.

7. Your Pet's Health

Owners confirm that their pet:

Is fit enough for the booked service.

Is free from contagious disease.

Is up to date with vaccinations where recommended by their veterinary surgeon.

Receives regular flea and worm treatment.

Owners must notify Walking Paws Around Bordon immediately of any changes regarding:

illness

medication

injury

surgery

allergies

behavioural changes

Failure to disclose relevant medical or behavioural information may result in immediate termination of services.

8. Behaviour

Walking Paws Around Bordon operates using force-free, reward-based handling methods.

Owners confirm that their dog:

can be safely handled

can be transported where applicable

is not dangerously aggressive towards people or other animals

has disclosed any history of biting or aggression

Walking Paws Around Bordon reserves the right to refuse or terminate any service where a dog's behaviour presents an unacceptable risk.

The owner remains legally responsible for any injury, damage or losses caused by their dog.

9. Group Walks

Walking Paws Around Bordon is insured to walk up to six dogs at one time.

Unless specifically booked as a solo walk, owners agree that their dog may be walked alongside carefully matched compatible dogs.

Dogs are grouped according to:

temperament

age

energy levels

exercise requirements

10. Off-Lead Walking

Dogs will only be exercised off lead where:

written permission has been provided by the owner; and

Walking Paws Around Bordon believes it is safe to do so.

Walking Paws Around Bordon reserves the right to keep any dog on lead at any time if deemed necessary for safety.

11. Weather Policy

Your pet's welfare always comes first.

Where temperatures exceed 25°C or fall below -5°C, services may be:

shortened

rescheduled

replaced with a home visit

cancelled if conditions are unsafe.

Where an alternative service of equal value is provided, no refund will be due.

12. Arrival Times

Appointment times are approximate.

Whilst every effort is made to arrive on time, delays may occur due to:

traffic

weather

emergencies

vehicle breakdown

unforeseen circumstances

Please allow a window of 30 minutes either side of your scheduled time.

If we are delayed by more than two hours and no alternative arrangement has been agreed, a 50% refund for that service will be offered.

Walk duration begins upon arrival at your property.

Any additional household tasks requested during the visit may reduce the available walking time.

13. Keys and Property Access

Where keys, alarm codes or access devices are supplied:

they will be kept securely

they will never be labelled with your name or address

they will only be used for the purpose of providing booked services

Owners remain responsible for ensuring safe and legal access to their property.

14. Overnight Pet Sitting

During overnight pet sitting:

the allocated bedroom must be clean, safe and private

no CCTV or recording devices may be installed within bedrooms or bathrooms used by the sitter

all recording devices elsewhere within the property must be disclosed before the booking commences

No other person may enter, remain at or stay overnight within the property during the booked sitting period unless expressly agreed in writing by Walking Paws Around Bordon.

If the property is found to be unsafe, unhygienic or uninhabitable, Walking Paws Around Bordon reserves the right to terminate the booking immediately.

A cleaning charge of £100 may be applied where excessive cleaning is required due to the condition of the property.

15. Home Security

Clients remain responsible for ensuring:

doors and windows are secure before departure

alarm instructions are correct

all utilities are functioning safely

Walking Paws Around Bordon cannot accept responsibility for existing faults with household appliances, security systems or utilities.

16. Emergency Veterinary Care

If your pet becomes ill or injured whilst in our care, we will make every reasonable effort to contact you.

If this is not possible, you authorise Walking Paws Around Bordon to seek veterinary treatment in the best interests of your pet.

All veterinary costs remain the responsibility of the owner.

17. Liability

Walking Paws Around Bordon maintains appropriate Public Liability Insurance.

Whilst every reasonable care is taken, Walking Paws Around Bordon shall not be liable for:

illness

injury

death

theft

escape

property damage

unless directly caused by our negligence or breach of legal duty.

Owners are strongly encouraged to maintain adequate pet insurance.

18. Cancellations

Dog Walking

Individual walks cancelled with more than 72 hours notice will not be charged.

Walks cancelled with less than 72 hours notice will be charged in full.

For ongoing regular bookings, either party must provide one week's written notice to terminate services.

Where insufficient notice is provided, Walking Paws Around Bordon reserves the right to charge 50% of the average weekly fee, calculated using the previous four weeks of bookings.

Overnight Pet Sitting

More than 28 days' notice:

Full refund.

Less than 28 days' notice:

25% of the booking is non-refundable.

A £25 administration fee will be retained.

19. Cancellation by Walking Paws Around Bordon

We reserve the right to cancel services due to:

illness

family emergencies

vehicle breakdown

unsafe weather

dangerous pet behaviour

circumstances beyond our reasonable control

Where possible, reasonable notice will be given.

Any payments received for services we are unable to provide will be refunded.

20. Photographs

Walking Paws Around Bordon may occasionally take photographs of pets during walks.

These may be used on our website or social media unless the owner has requested otherwise in writing.

21. Data Protection

Walking Paws Around Bordon complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal information is collected solely for the purposes of:

providing services

managing bookings

invoicing

ensuring the welfare of your pet

Information will never be sold to third parties.

Information may only be shared where:

required by law

necessary to protect animal welfare

authorised by the client

22. Complaints

Any concerns regarding our services should be raised within seven days of the service being provided.

Walking Paws Around Bordon will make every reasonable effort to resolve complaints promptly and fairly.

23. Force Majeure

Walking Paws Around Bordon shall not be liable for failure to perform its obligations where such failure results from circumstances beyond our reasonable control, including but not limited to severe weather, flooding, pandemics, government restrictions, road closures, vehicle breakdown, power failures or other emergencies.

24. Changes to These Terms

Walking Paws Around Bordon reserves the right to amend these Terms and Conditions at any time.

Clients will be notified of significant changes by email or via the customer portal.

Continued use of our services constitutes acceptance of the updated Terms.

25. Acceptance

You are the legal owner or authorised keeper of the pet.

All information provided is accurate and complete.

All known medical conditions, behavioural issues, aggression, reactivity, bite history and training needs have been fully disclosed.

Emergency contact and veterinary information will be kept up to date.

You understand that outdoor exercise carries inherent risks despite all reasonable precautions being taken.

Your property is safe, secure and suitable for overnight pet sitting where applicable.

Your home insurance remains valid and, where required, your insurer has been notified of the overnight pet sitting arrangement.

Any CCTV, smart devices or recording equipment have been fully disclosed.

No recording devices are installed or directed towards the bedroom or bathroom allocated to the service provider.

No third party will enter or remain at the property during an overnight pet sitting booking unless agreed in writing with Walking Paws Around Bordon.

You have read, understood and accepted these Terms and Conditions, which form part of the agreement between you and Walking Paws Around Bordon.

Thank You

Thank you for choosing Walking Paws Around Bordon.

We look forward to providing safe, reliable and enriching care for your pets while giving you complete peace of mind

