



Any Questions

After viewing Paws2Walk website if you have further questions you may find some of the answers here. If you need further information please do not hesitate to call me direct on the telephone number on the contact details.

Why does the price list show prices 'from'?

Prices are shown as, 'from' because on occasions clients ask for specific services tailored to their individual needs. Also, we all have busy lives and are faced with daily challenges and unforeseen events. At Paws2Walk we endeavor to assist all our clients because ultimately we all want the best for our companion animals. To achieve this we aim to provide as flexible service as is possible, and this may on occasions incur additional costs. This said, we have many clients and try to meet individual requirements wherever possible, but where this does not unnecessarily or unfairly disadvantage other clients and their animals.

What if I need urgent unplanned support for my animal?

The one thing we can all be sure about in life is that today more than ever, many people have to juggle complex events and circumstances. But when unexpected challenges present themselves, we often find we are juggling the balls and spinning the plates all at once. At Paws2Walk, while we cannot make promises to provide a service at short notice, we will always try to assist in any way possible. So if difficulties arise it is worth discussing these with us to see if we can assist by providing a service. Again if it is possible, we will do the best we can to help you cope with sudden difficult events, so long that this does not mean letting other pet owners and their animals down.

Where does Paws2Walk take my dog for his/her walk?

One thing we are not short of in Dorset is beautiful and varied walks. Within the catchment area there are numerous walks and trails. There are several woods, fields, heaths, wetlands, downs, parks, trails and beaches. Depending on where dogs are picked up from will depend on where they are walked, but broadly speaking across catchment post codes there are enough open spaces for dogs to enjoy a variety and diversity of walks. I am part of the membership of Dorset Dogs, who produce a guide to both rural and urban countryside walks. Examples like Longmeadow Woods, Delph Woods, Bytheway Field, Cannon Hill Plantation, Potterne Park, Upton Woods and Poor Common are just some of the recognized walks but there are many more and some less well known. Dorset Dogs also produce a Doggy Do Code which includes the following advice:

- Do prevent your dog from chasing wildlife and farm animals
- Do follow requests on signs
- Do respect other visitors and keep your dog in sight
- Do bag it and bin it

- Do protect nesting birds on heaths, downs and wetlands, keep to paths, and use a short lead between February and August.

- **Is there a risk my dog may become lost?**

At Paws2Walk we feel it is important to be transparent in our work and what we do. Nothing is without some risk but at Paws2walk we aim to keep your canine companion as safe as possible. As a NarpsUK (National Association of Registered Pet Sitters and Dog walkers UK) member – we are advised to walk dogs on lead for safety and to prevent loss or straying. In rural areas dogs can bolt suddenly if they see a wild animal like a squirrel or rabbit. To reduce the risks associated with losing dogs while out on walks, walking on lead is recognized as the safest and most responsible approach. Where dogs are particularly stressed or difficult to walk on lead we would recommend they are walked individually. If this is the case, please speak with us to discuss these arrangements as it may be necessary to increase fees to cover individual dog walks rather than social group walks.

- **My dog is elderly and or infirm is it safe for him/her to be walked for an hour**

When we come to visit you and your pet and introduce Paws2Walk the introduction forms part of the free assessment and consultation. This is a great opportunity to tell us all about your dog/companion animal and their needs. We offer half hour walks which may be more suitable and provide the flexibility that would best suit your dog. If this is too long then we could arrange a Pop-in welfare visit which could include a fifteen minute walk locally if this is what is required.

- **What happens if my dog or pet has an accident or is taken unwell while with Paws2Walk?**

Of course it is natural for us to worry about our animal's welfare and so if minor accidents or injuries occur we carry an animal first aid kit. As a member of NarpsUK I have a pet First Aid Certificate following an intense training course. For more serious incidents resulting in injury or illness we will take your pet to your vet or the nearest available vet in an emergency for the necessary assessment and treatment and contact you as soon as this is possible once we have addressed the emergency.

- **What if my dog is ill before or on the day you are due to visit?**

Generally, like young children, when domestic animals are unwell they are best to remain in their own homes in familiar surroundings. In these circumstances owners are encouraged to stay with their own pets but if this is not possible we can arrange to visit your pet. However, please inform us if your dog or cat has had diarrhoea or sickness as this can be contagious and there is an increased risk of dehydration. We always carry hand wipes and disinfection gel/gloves with us to prevent the risk of cross infection between animals. We may ask for proof that your animal has been seen by the vet and cleared before we take them out with other dogs, both for their safety and other dogs' welfare.

- **I've heard that dogs can become ill with heat stroke in hot weather and I'm concerned about extreme weather conditions.**

With changes to our climate and the continuous uncertainty of our weather conditions we should all be aware of extremes in temperature and challenging weather, both heat and extreme cold or snow ice etc. If extremes of weather are reported by the Met Office then alternative arrangements may be necessary. This could vary but may mean that dogs are taken on shorter walks or we take other actions to protect animals while in our care. It could be something as simple as finding a walk that is better sheltered from the elements or it may mean more serious action to ensure that dogs in our care are kept safe and their welfare needs are met in other ways. If the weather poses serious risks we would discuss this with owners and decide on visiting dogs in their own homes, keeping them as close to home as possible until the risk had passed.

🌍 **Although I have looked at the price list – I have many animals and I'm not sure which type of service I need?**

Balancing choice and flexibility is important when offering bespoke and caring services. If you have many pets then you may be concerned that the fees become difficult to manage. Obviously, to continue trading and offering Paws2Walk as a local and viable business to meet pets and their owners needs, we need to cover our costs and make sufficient funds to cover overheads and salaries. However, discussing your needs with us will help us to advise you on the most appropriate service. Or you could choose from a mix and match approach. Alternatively, for peace of mind, we can discuss your needs and make suggestions that are tailored and economically more viable.

🌍 **Do you visit all pets?**

On the whole we visit most pets requiring a service. We may decline some species or pets for reasons of safety and where we are uncertain of whether we could meet their needs. If this were to occur we would endeavor to put you in contact with other pet professionals in your area who may be able to help and assist.

🌍 **Do you visit at exact times?**

Unfortunately we cannot state that we will visit at exact times because there are so many variable reasons for where we may not be able to achieve this. We prefer to be transparent and honest. Traffic, road works, accidents on the roads, diversions, unexpected emergencies all might mean that arriving at an exact time would simply not be realistic or viable. However, morning visits would be morning and afternoon visits would be afternoon. These are worked out in terms of geography, distance, am/pm requests and schedule commitments. It may be possible however, for Paws2Walk to make an early morning or slightly later than usual call.