



# Service Guide

## Canine Exercise Services

### - Dog Walking

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# **Canine Exercise Services**

## **Canine Exercise Services**

Do you not have time to take your dog for a walk? No problem! Ruff Trails has you covered. Our exercise services are here to help your pet stay healthy, happy, and active all year round.

## **Current Service Options**

- Dog Walking

## **Benefits of Our Services**

- Private care
- Tailored exercise sessions
- Experienced Staff
- Improvements in canine communication through our structured sessions
- Never miss your dog's basic exercise needs
- Fitness advice and Support
- Mental and Physical Stimulation for your pet
- Variety of routes and environments utilized in your surrounding suburb
- Mix in a dog park visit. Optional.
- Book last minute or have repeat bookings.
- Flexible Booking times
- Wet weather gear provided to your dog if sessions overlap with light/medium rain.

## **Dog Walking Services**

## **Service Purpose**

This service is aimed at supporting you in keeping your dog's exercise routine, a routine.

## **Service Structure?**

This service involves our staff collecting your pets and providing them with a walk for the allocated amount of time in the surrounding neighborhood, bush, and park.

- Add the optional social element of the dog park. Just notify staff.
- Our walks are structured so that your pet receives tailored, consistent, and balanced sessions.
- Behaviour reinforcements throughout sessions
- Variety in their exercise routes.
- Session lengths: 30mins or under / 45min / 60mins



### **Eligibility Notes**

- All Dogs
- We recommend those with medical conditions and seniors use the 30min or less option.

### **When do other clients find this service useful?**

Customers find this service useful for:

- Weekly exercise support
- Daily exercise support
- Occasional Support during busy work periods
- Exercise support when family/friends are caring for the pet
- Working breeds or High energy dogs

### **Pricing/ Service options**

Pricing	1 dog	Per Additional
<b>30min or less</b>	\$28.00	\$15.00
<b>45min</b>	\$35.00	\$15.00
<b>60min</b>	\$42.00	\$15.00

## **Booking These Services**

### **New Clients**

Simply go to the Canine Exercise website page and submit a meet & greet request.

- We will reach out directly to book a meet and greet.
- You will complete Client Registration forms.
- Pre-service Meet occurs.
  - Here we will complete the Walking File for your pets (specific guidelines agreed for your pets' sessions). We will keep this on record so you can book with any staff in the future as you like.
- Member Online Profile is then approved.
- You can book sessions through the members' area from this point on.
- You will make payment at the checkout and a booking confirmation will be sent to you.

### **Current Members**

Simply go to the Book Online website tab, select the service, and book your slots.



## **Important Terms & Conditions**

### **Pricing**

Dogs that can be walked together can have joint sessions with the Additional Charge. If Ruff Trails deems them to be too chaotic to walk together, separate sessions and charges will be required.

### **Staff Cancellation/Reschedule – Weather / Other**

We reserve the right to cancel sessions due to weather considerations. Light rain is not enough unless coupled with high winds or thunder/lighting. We can cancel at any time prior to the session or during the session.

We reserve the right to cancel sessions on the day due to illness, staff issues and safety concerns. No charges will be incurred to the client and staff will not be paid for unfulfilled sessions/services.

### **Client Cancellation/Reschedule**

Clients can cancel for any reason up to 24hrs before the session starts. If under 24hrs notice is given, then 50% of the session fee is retained by Ruff Trails. If under 12hrs notice is given 100% of the session fee is retained by Ruff Trails.

Some dogs do not like rain at all and will not walk. If your dog is rain sensitive, clients can cancel the session without fees.

### **Other**

- You do not need to be present for collection or drop off, we will establish access guidelines with you prior to your first session.
- Please note sometimes Staff can be 15mins late depending on traffic and the client prior. We would like to allow equal time for client discussions before or after sessions. We will contact you if there are any delays.
- Review our full Terms and Conditions PDF for all other business/service policies.

