



RIVERSIDE BARKERS: FAQs



Q. CAN I BOOK JUST ONE WALK A WEEK?

A: Absolutely we do give priority to customers who have a regular weekly booking but this can be as little as once a week or every day.

Q: CAN I BOOK A ONE OFF WALK?

A: Yes we can and these are suitable if you are unusually out for the whole day or your circumstances have changed. These requests are subject to availability.

Q: WILL YOU COLLECT MY DOG?

A: Yes. We will collect your dog and we will walk or drive to where we will exercise. We like to go to different parks to keep things fresh and interesting for your dog. If you're not going to be in then a spare key will be needed.

Q: HOW ARE PAYMENTS MADE?

A: You can pay by bank transfer, cash, or card payment. For new clients, payment must be made in advance of any walk. Once a client is established, we will invoice at the end of each week and payment must be made within 7 days.

Q: WILL I RECEIVE ANY PHOTOGRAPHS OR MESSAGES ABOUT THE WALK?

A: Yes. We will keep you updated with photographs and messages after every walk. Also keep an eye on our social media pages!

Q: DO YOU DO DOG BOARDING?

A: This isn't something we can provide at the moment.

Q: TO QUALIFY FOR THE MULTIPLE DOGS DISCOUNT DO THE DOGS NEED TO BE FROM THE SAME OWNER.

A: Not at all. We just need to be able to collect them from the same home. So for example if your friend brings their dog to your home and we collect both your dog and theirs then you'll still qualify for the discount.

Q: HOW MANY DOGS DO YOU WALK AT ONCE DURING GROUP WALKS?

A: We walk a maximum of 3/4 dogs per handler. This is within good practice guidelines. We can supervise them all safely and give all dogs equal attention and a little bit more!

Q. WHAT WILL MY DOG GET WITH A SOLO OR POP IN PACKAGE?

A: With the solo package we can provide a bespoke service and whatever your dog needs. This might be to put some food out for them, have a play and give them lots of attention. If they don't need walking then we can stay in or they can go out for a smaller walk. This is often more suitable for very small puppies or elderly dogs.

Q: WHEN DOES THE WALK START?

A: Some travelling time is included. All dogs will receive a minimum of 50 minutes active walking. In most cases it will be 60.



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Q: DO I NEED TO PROVIDE ANYTHING?

A: Please make sure that a harness or collar are provided. All with dog tags. A harness is preferred. Dogs are walked either on a short or extendable lead and this agreed at the time of booking. Dogs must be micro chipped have ID collar and vaccinations must be up to date.

Q: WHAT SIZE DOGS DO YOU TAKE?

A: We are happy to walk all dogs no matter what the shape or size!

Q: DO YOU DO WALKS FOR UNDER AN HOUR?

A: An hour is the minimum walk time we do. We offer a 30 minute "pop in" service that is well suited to puppies and older dogs who benefit from some cuddles, play time and some attention in their home.

Q: DO YOU DO WALKS WHEN IT'S RAINING OR DURING A HEATWAVE?

A: We walk in all conditions rain or shine. If your dog prefers a rain coat please let us know at the time of booking. During the summer months water will always be provided and we will take more sheltered and shady walks.

Q: DOES MY DOG NEED TO BE NEUTERED/SPAYED?

A: No your dog can not be walked in a group but a solo walk may be possible. Please talk to us about this