

# Walks by Sophie

---

## *Terms of Service*

Effective from launch – [walksbysophie.co.uk](https://walksbysophie.co.uk)

### **Terms of Service**

1. These Terms of Service apply to all clients of Walks by Sophie, which is owned and operated by Sophie Bassett of Burgess Hill, West Sussex (“Walks by Sophie” / “we” / “us” / “our”).
2. Please read these Terms of Service, which set out how Walks by Sophie operates, carefully. These Terms of Service, the onboarding form completed by you (“Onboarding Form”) and the booking confirmation which we shall send to you to confirm the details of your dog’s walking routine and payments (“Booking Confirmation”) shall together form our contract with you (the “Monthly Plan”), which shall commence when we send you the Booking Confirmation.

### **Your Dog’s Place**

3. When you agree to a Monthly Plan, you are securing a dedicated slot that is held exclusively for your dog. Your monthly payment secures your dog’s spot regardless of whether all walks are taken in a given month and we will not refund or rearrange any walks not taken except that we may rearrange walks at our absolute discretion as set out in paragraph 14 below.
4. Walk groups are intentionally small. We walk a maximum of three dogs at any one time.

### **Contract & Notice**

5. All new clients begin on a 3-month minimum contract. This provides the stability needed to build a safe, consistent routine for your dog. After the initial 3-month period, the Monthly Plan rolls on a monthly basis.
6. If you wish to cancel your Monthly Plan in the initial 3-month period, three months’ written notice is required. Notice given mid-month will take effect from the end of the third full calendar month after the start date of your Monthly Plan.
7. If you wish to cancel your Monthly Plan after the initial 3-month period, one month’s written notice is required. Notice given mid-month will take effect from the end of the following full calendar month.
8. Notice to cancel your Monthly Plan must be given by email to [hello@walksbysophie.co.uk](mailto:hello@walksbysophie.co.uk).

### **Payment**

9. Payment for your Monthly Plan is due in advance on 1st of each month by standing order to our bank account (the details of which will be notified to you), in advance of walks taking place.
10. For clients starting mid-month, a pro-rata amount will be invoiced for the remaining days of that calendar month. This is payable by bank transfer before the first walk takes place.
11. Monthly pricing is fixed regardless of whether a given month has four or five weeks. The monthly rate is calculated as an annual average, spread across 12 equal payments. You will never be charged more in a longer month.

12. If a monthly payment is not received by the 3rd of the month, walks will be paused until payment is confirmed. Walks missed during a payment pause are non-refundable.

### **Cancellations & Changes**

13. Your monthly payment secures your dog's place and covers all scheduled walks within that month according to your Monthly Plan.
14. We do not refund individual walks. We may rearrange walks at our absolute discretion. If something comes up and you wish to switch a walk to another day, please let us know as early as you can. However, we cannot guarantee that a walk will be rearranged.
15. If you would like to permanently change your regular walk day, please get in touch and we will do our best to accommodate you, subject to availability.

### **Holidays & Bank Holidays**

16. Walks by Sophie does not operate on UK bank holidays falling Monday to Thursday. These dates are factored into the price you pay.
17. Walks by Sophie takes up to 16 days of planned holiday per year, which is factored into the price you pay. We will give you a minimum of 4 weeks notice of any planned absence. Payments for your Monthly Plan remain payable during holiday periods, as your dog's place is held throughout.

### **Illness**

18. In the event of illness at Walks by Sophie which means a scheduled walk cannot take place, you will be notified as early as possible. Every effort will be made to reschedule affected walks within the same billing period.
19. Where a walk cannot be rescheduled within the same billing period due to illness at Walks by Sophie, you will receive a credit to rearrange the walk in the next billing period.

### **Your Dog**

20. Your dog must be up to date with vaccinations, flea, tick and worming treatments at all times. By agreeing to a Monthly Plan you confirm this is the case and agree to maintain this throughout.
21. Bitches in season or pregnant cannot join group walks. Please notify us as soon as you know so we can discuss options.
22. If your dog shows any signs of illness or has been in contact with an infectious condition, including but not limited to kennel cough, please let us know immediately and keep them home until they are clear.
23. Entire males are welcome subject to a behavioural assessment at the Meet & Greet.
24. Your dog must wear a collar with a valid ID tag on every walk, as required by UK law.
25. Please notify us of any changes to your dog's health, behaviour or medical needs as soon as they arise.

### **Client Responsibility**

26. You are responsible for ensuring all information provided on the Onboarding Form is accurate and complete. If you provide misleading or false information or withhold material information that affects the safety of your dog, other dogs, or Walks by Sophie, we reserve the right to immediately terminate your Monthly Plan.
27. If your dog injures Walks by Sophie, another dog in our care, or a third party, you as the owner of the dog bear full legal and financial responsibility, including any costs arising from injury, damage or legal action and you agree to indemnify Walks by Sophie for all losses (including all loss of profits, loss of business, loss of reputation, loss of opportunity, fines, expenses, costs and legal fees) arising from such an incident.

28. In the event of a medical emergency concerning your dog, Walks by Sophie will attempt to contact you immediately and, if necessary, seek veterinary treatment on your behalf. Any costs incurred will be your responsibility.

### **Keys & Access**

29. Any keys held by Walks by Sophie are stored securely at all times and never labelled with your address. Keys will only be used to collect and return your dog.
30. In the unlikely event that a key is lost, you will be notified immediately. We recommend the use of a key safe as the most secure access method.

### **Photos & Updates**

31. By signing up to a Monthly Plan you give permission for Walks by Sophie to take photos and videos of your dog during walks for the purpose of client updates and, where agreed, social media and marketing. Please let us know if you would prefer your dog not to appear on social media.

### **Insurance and liability**

32. Walks by Sophie holds public liability insurance and care, custody and control cover.
33. Walks by Sophie shall take all reasonable care while providing the services. Subject to clause 35, Walks by Sophie shall not be liable to the client for:
- a. any indirect or consequential losses;
  - b. any injury or illness or injury to your dog whilst it is in our care;
  - c. any loss arising from inaccurate or misleading information in the Onboarding Form; or
  - d. any loss or damage to your or another person's property, including injury to any other dog, caused by your dog whilst it is in our care.
34. Walks by Sophie's total liability to the client, however arising, shall not exceed the total amount paid to Walks by Sophie by the client in the 6 month period immediately preceding notification by the client of a potential claim.
35. Nothing in these Terms of Service limits or excludes liability for anything which cannot lawfully be excluded or limited including death or personal injury caused by our negligence.

### **Termination by Walks by Sophie**

36. Walks by Sophie reserves the right to terminate your Monthly Plan with immediate effect in the following circumstances:
- a. in our reasonable opinion a dog displays dangerous or aggressive behaviour that poses a risk to other dogs or people;
  - b. information provided in the Onboarding Form was materially inaccurate;
  - c. a client behaves in a threatening or abusive manner towards us or a third party; or
  - d. you fail to pay any amount due under your Monthly Plan within seven days of the date for payment.
37. In all other circumstances, Walks by Sophie may terminate your Monthly Plan by giving you one month's notice. Any unused portion of a prepaid month will be refunded on a pro-rata basis.

### **Circumstances Beyond Our Control**

38. Walks by Sophie will not be held liable for any delay or failure to provide services where such delay or failure results from events, circumstances or causes beyond our reasonable control.

## **Data & Privacy**

39. Walks by Sophie holds your personal data securely and in accordance with UK GDPR. Your data will never be shared with third parties without your consent. For full details please see our Privacy Policy at [walksbysophie.co.uk](https://walksbysophie.co.uk).

## **Changes to These Terms**

40. Walks by Sophie may update these terms from time to time. You will be given at least 30 days notice of any material changes by email. Continued use of the service after that date constitutes acceptance of the updated terms.

---

*Questions about these terms? Get in touch at [hello@walksbysophie.co.uk](mailto:hello@walksbysophie.co.uk)*

walksbysophie.co.uk — Burgess Hill, West Sussex