

# Walking Policies



## BOOKING WALKS

### Weekly Request Form

Each week on Fridays at 8:00am we will send an email with a link to fill out a Google form to request walks for the following week. You will have until Wednesday morning at 9:00am to fill out the form. On this form you will be asked for the following:

- Email Address
- **First** and **Last** Name (we have many dogs with the same name so it is important to include your last name)
- Dog's Name
- Selected Dates for Walks and Time Frames (AM, PM, Either)
- What Service You Are Requesting
  - 30 Minute Train & Walk
  - 60 Minute Train & Walk
  - 30 Minute Socialize & Walk
  - 60 Minute Socialize & Walk
  - 30 Minute Standard Walk **\*must qualify for this service**
  - 60 Minute Standard Walk **\*must qualify for this service**
  - 45 Minute Coaching Session
- If Requesting a Mixture of Services, Which Date Would You Like Each Service
- Any Additional Information, Including But Not Limited To:
  - Desired Focus for Your Coaching Session (must fall within existing training plan)
  - If You Selected Multiple Dates, But Only Need One Service
  - If You Will Not Be Home and You Typically Are
  - If There Are Any Additional Animals in the Home
  - If You Have Any Restrictions for Scheduling (ie. Selected Morning Time Slot But Need Walk Done by 11:30am)

### Standing Bookings

If you would like to keep the same booking weekly (ie. 30 Minute Train & Walk every Monday, AM Time Slot) please email [walking@pliantpack.com](mailto:walking@pliantpack.com) to request a standing booking. Please note that we still require a time frame of minimum four hours for standing bookings, unless otherwise approved. Once your standing booking is confirmed you will still receive the Weekly Walk Request Email. You can use this to request additional bookings. Please note that if we are closed on a given day (ie. Stat Holidays) that it is the responsibility of the client to request an additional day if you would still like a service that week.

### **Late Walk Requests**

If you fail to fill out the Weekly Walk Request form between Friday at 8:00am and Wednesday at 9:00am, you can email [walking@pliantpack.com](mailto:walking@pliantpack.com) with your request. Please include your dog's name, the service you are requesting and the date and time frame. Please note that we may not be able to accommodate last minute requests, but always try our best.

## **TIME FRAMES**

We cannot accommodate exact time requests for our walking services. Due to the nature of the service the time can change due to road conditions, weather, last minute cancellations etc. The only exception to this rule is if your dog requires medical attention at a specific time (ie. insulin shots, medication delivered at a specific time).

Your walks will be scheduled at an **estimated** time - this time can be viewed by logging into your PetExec account and viewing your scheduled services. You will also receive a text message alert the day prior to your service (unless you have disabled this within your PetExec account). If the estimated time you receive changes by more than an hour your trainer will contact you via text message with a new estimated time.

If you need to adjust a given time frame when requesting a walk you must still provide us with a four hour time frame in the Additional Info section of the walk request form.

## **WALK START TIMES**

Your trainer will text the number provided by you when they are on the way for your dog's service. They will give an approximate time until they arrive which can be anywhere from 5 - 30 minutes. Your dog's service time begins when your trainer texts

you that they have arrived (ie. they are at your door). Your trainer will do this for each service even if you are not home so that you have a record of their arrival time.

If we cannot access your dog for any reason (ie. you left your home and did not leave alternative entry options) your walk time will still start when your trainer arrives. This means that if we are scheduled to work with your dog for 60 minutes and you are unable to hand them off until 10 minutes after you received notice of our arrival that your dog will only be trained for 50 minutes. As mentioned above, if the estimated time you receive for your walk the day prior changes by more than an hour your trainer will contact you via text message with a new estimated time for that day.

## BOOKING REQUIREMENTS

Our Train & Walk program is designed to bring consistent training for your dog. We require your commitment to this program by booking a Train & Walk or Socialize & Walk at least three times per month. Other services (including Group Classes, Private Training, Coaching Sessions and Day Stay & Trains) can contribute towards the three service minimum, but one of these services **must** be a Train & Walk/Socialize & Walk.

If you are going to be away or your dog is sick this requirement will be waived, but we must be notified of this via email to [walking@pliantpack.com](mailto:walking@pliantpack.com).

## SOCIALIZE & WALKS

Our Socialize & Walks are subject to the availability of a working dog. If we do not have a working dog available or if the working dog scheduled becomes unavailable last minute your service will automatically be changed to a Train & Walk. If you do not want a Train & Walk in lieu of a Socialize & Walk please let us know by emailing [walking@pliantpack.com](mailto:walking@pliantpack.com) so we can add a note to your file. If our working dog cancels last minute and you do not want a Train & Walk instead we will waive the 24 hour cancellation policy.

Please note that we carefully select working dogs to match the training goals of your dog. We do have limited working dogs and therefore your dog may see the same working dog on different occasions.

Due to the Responsible Pet Ownership Act our trainers cannot leave their working dogs crated with access to water in the vehicle with the windows down when working other

dogs in the summer, or leave them crated with a jacket and blankets in the winter. This situation only occurs when it is hotter than 22 degrees celsius or colder than -10 degrees celsius. During those temperatures ranges we can no longer schedule walks logistically regarding distance between walks (ie. There are 5 walks in a given area, but only 3 of them are Socialize & Walks and we cannot leave a dog in the vehicle while doing different services) we are unfortunately having to input a Socialize & Walk premium. If you have a Socialize & Walk during the noted temperatures there is an additional \$5 Working Dog Fee that will be added to cover the extra distance traveled for our trainers as well as the fuel required to run their vehicle while they retrieve a client's dog.

## **TRAINING FEEDBACK**

You will receive videos and photos from your dog's training after their service. These will allow you to view what your trainer worked on, their timing and cues. If you have any specific questions regarding your dog's training please email [walking@pliantpack.com](mailto:walking@pliantpack.com). Training plans are determined by our Certified Trainers and are reviewed monthly.

You will also receive a monthly report card that details what we have been working on with your dog, what they have improved upon, what they are struggling with and our plan going forward. Your report card will also include recommendations for you to follow in your training. We highly encourage you to follow through with these recommendations to get the most out of your dog's training plan.

Please note that if a change to a dog's training plan is urgently required we will contact you directly.

## **CANCELLATION POLICY**

We require 24 hours notice via email or phone call when canceling a walking service. If we receive less than 24 hours notice you will still be charged for your walks. The only exception to this rule includes:

- Cancellation due to lack of working dog availability
- Cancellation due to dog illness/emergency medical care

When you are sick we ask that the pickup of your dog for their service be contactless when available. Contactless options include tethering your dog outside when we arrive, leaving them in the yard when we arrive or remaining in another room while we

retrieve your dog. If this is not possible we do ask that you wear a mask for hand off. It is the responsibility of the client to notify their trainer if they are ill and will be using a contactless hand off or wearing a mask for hand off.

## **ACCESS TO HOMES**

Clients must provide clear access to their homes for their walking services (ie. if you need us to access your home via the side door it should be cleared of snow accordingly). The following options are available for providing access to your home:

- You are home for handoffs
- You provide a key via a lockbox or hidden on your property (code MUST be provided to us so that we can add it to your dog's notes for entry)
- You provide a door code when available

We do not keep clients keys due to the additional driving time required of our trainers to receive and return keys from a specific location. The only exception to this is if you live in an apartment or condo where we cannot be buzzed up and there is no safe space to provide a lockbox.

## **QUALIFICATIONS FOR REGULAR WALKS**

Not all dogs will qualify for our regular walking services. Dogs must be assessed by one of our trainers prior to being approved for regular walks. Criteria for regular walks includes, but is not limited to:

- Dog is easily able to get their gear on (ie. no overarousal regarding harness or leash)
- No leash reactivity
- Able to walk with a loose leash without the help of the trainer
- Ability to walk calmly in any given environment

## **TRAINING TOOLS**

Pliant Pack Positive Dog Training does not use aversives tools (ie. prong collars, choke chains, invisible fences or e-collars) when working with dogs. If you choose to use these tools with your dog please note that their participation in the Train & Walk Program will be terminated. The use of these tools and our training methods directly contradict each

other and can be confusing to the dog. If you currently use one of these tools and would like to discuss their usage with us and a potential exception to this rule, please email [walking@pliantpack.com](mailto:walking@pliantpack.com).

We will also not use retractable/flexi leashes or bungee leashes as these teach the dogs that if they pull on the leash that it will eventually get longer, contributing to poor leash manners. Additionally retractable leashes pose a safety concern to both the handler and the dog. Please note that if you choose to use these tools with your own dog that this may impact the effectiveness of the training we do with your dog.

## ALLERGIES

Our trainers come prepared for your dog's training with low and high value rewards. Our rewards are typically beef and fish based. If your dog has a food allergy it is your responsibility to provide adequate treats for their training. This can include their kibble or higher value treats that you know they will work for! Please have alternative rewards available for your trainer at pick up.

## VACCINES

We require up-to-date vaccinations or titres for Rabies, Parvo and Distemper. You can update your dog's vaccination expiry by signing into your PetExec account and uploading a file to their account with their vet records. You can also email our administrative team with your updated records at [info@pliantpack.com](mailto:info@pliantpack.com) and they can update your account for you.

Please note that we do not require the Bordetella vaccine. If you choose to vaccinate your dog for Bordetella **they cannot receive services until a week after their vaccine**. This vaccine poses a risk of transmission of the bacteria to other species after vaccination.

## EXTREME WEATHER

### Extreme Cold

If at 8:00am on a given day the weather is -30 degrees celsius with the windchill or colder we will cancel all Socialize & Walks and continue with Train & Walks. Working dogs will not be used past these temperatures. If at 8:00am on a given day the weather is -40 degrees celsius with the windchill or colder all walks will be cancelled with the exception

given to dogs who need potty breaks. Potty breaks will be charged as Check Ins and are not a free service. If your walk is cancelled due to extreme cold you will be notified via text message by your trainer.

### **Extreme Heat**

If at any point during the day the weather reaches 35 degrees celsius with the humidex we will cancel all Socialize & Walks and walks that require the dog to be worked outdoors. Any dog who is able to be worked inside as a part of their training plan will be able to still have their walk as scheduled. We will go ahead with walks as usual until the heat reaches that temperature.

If at any point during the day the heat reaches or will reach 40 degrees celsius with the humidex we will cancel all walks with the exception given to dogs who need potty breaks. Potty breaks will be charged as Check Ins and are not a free service. We will go ahead with walks as usual until the heat reaches that temperature. You will be contacted via text message if your walk is cancelled.

### **Road Conditions**

Services will proceed as normal unless the Perimeter Highway is closed, at which time we will contact all clients to inform them that we will be cancelling services for that day. Check ins will still be offered for any dogs needing to be let out provided that we can safely reach your home. In the case of other extreme weather that impacts road conditions, those will be evaluated for cancellations on a case by case basis. If your service is cancelled due to road conditions you will be contacted via text message by your trainer.

## **PETEXEC FEATURES**

Your PetExec account will be created after the completion of our intake form. Your login information will be sent via PetExec and can oftentimes end up in the spam folder of your inbox. If you cannot access your login information please email [info@pliantpack.com](mailto:info@pliantpack.com) and we can resend it to you through PetExec. Your PetExec account has the following features:

- Ability to upload a credit card to your file
- Ability to purchase walking packages with a credit card
- Ability to view the remaining balance of a given package
- Ability to view your dogs scheduled services under “My Calendar”

- Ability to upload files including your dog's vaccination information
- Ability to view your purchase history
- Ability to view all signed contracts and agreements

## COACHING SESSIONS

Want to know what to do with your dog on your walks? Set up a coaching session with one of our Certified Trainers! Please note that your trainer will come prepared with a lesson plan tailored specifically to your dog's current goals on walks. If you are needing further help your trainer may recommend a one-on-one training session to address further behavioural or training issues. During your 45 minute session your trainer will demonstrate the skills used when working with your dog and also coach you through the steps.

To book a coaching session, you can select a 45 Minute Coaching Session in the Weekly Walk Request Form. Please note that this is subject to our trainer's availability. If we cannot accommodate your request we will contact you via email.

## PAYMENT FOR SERVICES

Pliant Pack sends weekly invoices via email for services rendered. We ask that you pay promptly, unless otherwise discussed with our team. Our preferred method of payment is e-transfer to [pliantpack@gmail.com](mailto:pliantpack@gmail.com) - please include your name and dog's name in the message of your transfer. You can also pay for our services through your PetExec account with a credit card.

You can set up automatic charges or a payment plan by contacting us at [info@pliantpack.com](mailto:info@pliantpack.com). If we do not receive payment within two weeks of your first service we reserve the right to not schedule your dog for walking services until payment or alternative arrangements are made.