

# FAQs

We've tried to answer all the obvious questions that many help you in choosing Star Paws. If you have any further questions, please feel free to contact us.

## **How much do you charge?**

Please refer to the service pages for the full price structure.

## **How many dogs are walked at any one time?**

In 'group walks' a maximum of 4 dogs are walked at any one time. We try to match dog with similar energy levels, age, personality etc.

## **Will I meet you prior to booking a service?**

Yes, we offer a free face to face initial consultation in order to understand your pet's needs. This will also give you the change to get to know Star Paws, and ask any questions you might have and find out how things work.

## **For dog walking, do you arrange pick up and drop off of the dogs?**

We collect your dog from your home/place of work at an agreed set time and then return them after their walk.

## **Are you insured?**

Yes, Star Paws is fully insured and this includes key cover. A copy of our insurance certificate will be included in the 'new client' pack.

## **Do I need to be at home when you collect or drop off my pet?**

No, most clients are comfortable sharing a set of keys with Star Paws to enable us to collect and drop off your pet even if you are not home.

## **What do I do if I need to cancel?**

Please contact us by email or telephone giving us at least 48 hours' notice, for no charges to apply.

## **What do you do in case of an emergency?**

In the unlikely event of an emergency, we will immediately call and notify you. In the original consultation, we ensure that we have all the family emergency contact details. If veterinary assistance is needed, we will take your pet to your named vet or, depending on the circumstances, to the nearest possible one.

**Will be dog be supervised at all times?**

Yes, your dog will be under constant supervision, and will NEVER be left unattended.

**Where do you walk?**

We will cater for your dog's needs and current walking locations including, but not limited to Upton Country Park, Hunsbury Hill Country Park, Harlestone Firs, Delapre Park, Kingsthorpe Meadow Nature Reserve, Salcey Forest, Brackmills Woods Country Park, Bradlaugh Fields, Grand Union Canal, Brampton Valley Way, Barnes Meadow Nature Reserve.

**My dog has not be spayed or neutered, can he/she still be walked?**

This can be discussed in the initial consultation, each dog will be considered separately but we reserve the right to refuse any dog. It is generally not our policy to take on un-neutered males over 8 months, or any male pup which is not planned to have neutered.

**Do you take bitches in season?**

Whilst in season or pregnant, bitches can only attend solo walks

**What security measures do you have?**

Your keys will be kept secure and away from personal information and no key can be identified to any property. In the event of your key being lost or stolen we will advise you immediately.

**How do you transport pets?**

We have a fully insured van, which has a dog guard and cages fitted. Each cage has a non-slip surface to make the journey as safe as possible.

**I only require occasional walks for my dog, not every week or every day, can you help?**

Yes, we are happy to provide services as and when you require, assuming we have diary availability. We recommend that you give as much notice as possible.

**My dog can be aggressive with other dogs or people and he has to wear a muzzle, can you still walk him?**

No, unfortunately we would not be able to walk your dog. Although we do offer solo walks, we have to consider other dogs and people we come into contact with during the walk.

**Do you have a veterinarian background?**

No, we do not. We have pets ourselves, we have completed a pet first aid course and always carry a first aid kit.

**We just got a puppy and we both work, what services do you provide for a puppy?**

Puppies usually have to go out every 2-3 hours. For example if you are gone for 8 hours, we will come over twice during the day and let the puppy out, feed and cuddle the puppy. We will be able to introduce them to other dogs, once they have received their vaccinations.

**What happens in bad weather?**

Your dog will still be walked. We will clean and dry your dog off as much as possible. We do ask that you leave a towel out and if you have a hose that we can access this.

**Do you walk dogs off the lead?**

Yes, but we will only let your dog off lead once you have signed the off lead consent form and it is safe to do so.

**Can you administer my pet's medication?**

Star Paws are happy to administer medication for your pet(s), in accordance with your written instructions.

**When are you available to walk my dog?**

We offer 1 hour group walks three times per day, Monday to Friday; 11-12; 1-2; 3-4. This is for a maximum of 4 dogs per group. Solo walks will take place around these times.