

All About Dogs Renfrew

[Terms & Conditions](#) · [Secure field dog walks in Renfrew, Erskine and Inchinnan](#)

These terms explain how All About Dogs Renfrew looks after your dog, so you always know exactly where you stand. Nothing here is designed to catch you out — it is simply how we keep every dog safe, happy and well cared for.

1. Our Commitment

At All About Dogs Renfrew, every dog's welfare comes first.

Every dog is treated with the same love, care and respect as if they were my own. My aim is to provide safe, enjoyable and enriching walks while giving owners complete peace of mind.

2. Collection

Collection and return from your home is included.

Owners agree to provide safe access to their property and ensure any keys or access codes supplied remain accurate.

Keys are securely stored and only used for the purpose of collecting and returning your dog.

3. Group Walks

Dogs are walked in carefully selected small groups based on:

- Temperament
- Play style
- Energy level
- Confidence

Dogs remain on lead until safely inside the secure enclosed walking field.

4. Transport

Dogs travel in a professionally converted, ventilated van fitted with bespoke powder-coated steel cages.

Each dog has their own secure individual travel space.

The van is cleaned, disinfected and inspected regularly.

5. Safety

Every dog receives constant supervision throughout collection, transport and exercise.

Fresh drinking water is always available.

Walks are carefully planned around weather conditions.

6. Payments

Payments are due weekly on Friday unless otherwise agreed.

Accepted payment methods include:

- Bank Transfer
- Cash

Late or missed payments may result in suspension of services until payment is received.

7. Cancellations

A minimum of 24 hours notice is requested.

Late cancellations may still be charged.

8. Holidays

All About Dogs Renfrew takes approximately four weeks holiday each year.

Plenty of notice is always given.

Clients are never charged during holiday periods.

9. Veterinary Emergencies

If emergency veterinary treatment is required, every reasonable effort will be made to contact the owner first.

If contact cannot be made, the owner authorises All About Dogs Renfrew to seek immediate veterinary treatment.

All veterinary costs remain the responsibility of the owner.

10. Vaccinations & Parasite Control

Owners confirm their dog:

- Is vaccinated as advised by their veterinary practice.
- Receives regular flea treatment.
- Receives regular worm treatment.
- Receives regular tick prevention where appropriate.

Dogs with contagious illnesses may not attend walks.

11. Dogs in Season

Female dogs in season cannot attend group walks until their season has completely finished.

12. Illness

Dogs must not attend walks if suffering from:

- Vomiting
- Diarrhoea
- Kennel cough
- Any contagious illness

If a dog becomes ill during a walk the owner will be contacted immediately where possible.

13. Behaviour

Safety always comes first.

Dogs displaying aggression towards people or other dogs may be removed from group walks immediately.

All About Dogs Renfrew reserves the right to suspend or discontinue services where behaviour presents a safety risk.

14. Equipment

Owners are responsible for ensuring collars, harnesses and leads are:

- Properly fitted
- Safe
- Suitable for use

Unsafe equipment may result in the walk being refused.

15. Property Access

Owners are responsible for ensuring safe access to the property.

If access cannot be gained at the agreed collection time, the walk may be cancelled and charged.

16. Extreme Weather

The welfare of every dog comes before completing a walk.

Walks may be shortened, amended or cancelled during:

- Excessive heat
- Snow
- Ice
- Flooding
- High winds

Alternative arrangements will be offered where possible.

17. Photos & Videos

Photos and videos are one of the unique features of All About Dogs Renfrew.

Images and videos may be shared on:

- Website
- Facebook
- Instagram

Owners who do not wish their dog to appear should notify All About Dogs Renfrew in writing.

Personal information is never shared publicly.

18. Insurance

All About Dogs Renfrew holds Public Liability Insurance.

Evidence can be provided upon request.

19. Disclosure Scotland

A current Disclosure Scotland certificate is held and available upon request.

20. Limitation of Liability

Whilst every reasonable care is taken, dog walking involves inherent risks.

All About Dogs Renfrew cannot accept responsibility for illness, injury, escape or death arising from circumstances beyond reasonable control except where caused through negligence.

21. Data Protection

Personal information is stored securely and used solely for providing dog walking services.

Information is never sold or shared except:

- Emergency veterinary treatment
- Legal obligations
- Service administration

A separate Privacy Policy on our website explains how personal information is collected, stored and processed.

22. Amendments

These Terms & Conditions may be updated from time to time.

The latest version will always be available on the website.

Continued use of services constitutes acceptance of the latest version.

23. Legal Ownership

The owner confirms that they are the legal owner of the dog, or have the authority to enter into this agreement on the dog's behalf.

The owner confirms that all information provided to All About Dogs Renfrew is accurate, truthful and up to date.

24. Microchipping

The owner confirms that their dog is microchipped in accordance with current UK legislation and that the registered microchip details are kept up to date.

The owner agrees to provide the microchip number if requested.

25. Dangerous Dogs & Behaviour Declaration

The owner agrees to let us know if their dog:

- Has previously bitten or injured a person.
- Has attacked another dog.
- Has been subject to a Dog Control Notice.
- Has been investigated under the Dangerous Dogs Act or any similar legislation.
- Has any history of serious aggression.

None of this automatically rules a dog out — it simply helps us keep every dog in the group safe. Failure to disclose relevant behavioural history may result in immediate termination of services.

26. Medication & Health

Owners must notify All About Dogs Renfrew of:

- Any medication currently being administered.
- Existing medical conditions.
- Allergies.
- Recent injuries.
- Recent surgery.
- Any changes to their dog's health.

Medication will only be administered where previously agreed.

27. Food & Treats

Positive reinforcement may occasionally include the use of treats.

Owners must inform All About Dogs Renfrew of:

- Food allergies.
- Dietary restrictions.
- Foods their dog must not consume.

Only suitable treats will ever be used.

28. Off-Lead Exercise

All About Dogs Renfrew specialises in secure field group walks.

Dogs may only be exercised off lead within fully enclosed secure walking fields following an appropriate behavioural assessment.

Dogs remain on lead during collection, transport and until safely inside the secure field.

29. Collection & Return Times

Collection and return times are approximate.

Traffic, weather conditions, roadworks or the welfare needs of other dogs may occasionally affect arrival times.

Reasonable efforts will always be made to keep owners informed of any significant delays.

30. Property Access & Security

Where keys, lockboxes or access codes are supplied:

- They will be stored securely.
- They will only be used for collecting and returning your dog.
- Your property will always be secured upon departure.

Owners are responsible for ensuring all access information remains accurate.

31. Existing Injuries

Owners must notify All About Dogs Renfrew before each walk if their dog has developed:

- An injury.
- Lameness.
- Mobility issues.
- Any condition that may affect exercise.

Walks may be modified or cancelled where necessary for the dog's welfare.

32. Fleas & Parasites

Dogs should receive regular flea, tick and worm treatment.

Dogs found to have an active flea infestation may be temporarily suspended until treatment has been completed, to protect other dogs travelling in the vehicle.

33. Entire Agreement

These Terms & Conditions form the complete agreement between All About Dogs Renfrew and the owner.

Any amendments or exceptions must be confirmed in writing.

34. Governing Law

These Terms & Conditions shall be governed by the laws of Scotland.

Any disputes shall be subject to the exclusive jurisdiction of the Scottish Courts.

35. Complaints Procedure

If a client has any concerns regarding the service provided, they should contact All About Dogs Renfrew as soon as reasonably possible.

Every concern or complaint will be investigated fairly, professionally and promptly.

36. Force Majeure

All About Dogs Renfrew shall not be liable for failure to provide services where circumstances are beyond reasonable control, including but not limited to:

- Severe weather.
- Flooding.
- Road closures.
- Vehicle breakdown.
- Public health restrictions.
- Veterinary emergencies.
- Other unforeseen events.

Alternative arrangements will be offered wherever reasonably possible.

37. Right to Refuse or Suspend Services

All About Dogs Renfrew reserves the right to refuse, suspend or discontinue services where:

- Outstanding payments remain unpaid.
- A dog's behaviour presents a safety risk.
- Important information has been withheld.
- Continuing services may compromise the welfare of any dog.

38. Media Consent

Sharing photos and videos of the day's walks is one of the nicest parts of what we do, but it is always your choice — it is never a condition of using the service.

During registration you will be asked to choose one of the following, and your answer is recorded on your signed agreement:

- I consent to photographs and videos of my dog being used on the All About Dogs Renfrew website and social media.
- I do not consent.

You can change your preference at any time — just call, text or message All About Dogs Renfrew and it will be updated straight away.

Client Declaration

Please read, tick, sign and return a copy to Graeme.

- ☐ I have read and understood these Terms & Conditions.
- ☐ The information provided is accurate.
- ☐ I authorise All About Dogs Renfrew to care for my dog in accordance with these Terms & Conditions.
- ☐ I authorise emergency veterinary treatment should I be unavailable.

Media Consent (optional)

Please tick one. You can change your preference at any time by contacting All About Dogs Renfrew.

- ☐ I consent to photographs and videos of my dog being used on the All About Dogs Renfrew website and social media.
- ☐ I do not consent.

Owner Name

Dog(s)

Signature

Date

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