



Hounds Around Town

CLIENT CONSULTATION



www.houndsaroundtown.ca

About Us



At Hounds Around Town we recognize that exercise is fundamental to your dog's health and well being.

We know that sometimes, you can't find the time, or simply aren't able to get your dog out on a walk or hike. We offer convenient pick-up and drop-off options from your home or office. Choose from private urban or group walking sessions through local city parks and forested trails to potty breaks and playtime for puppy and senior aged pups.

Socialization and good old-fashioned fun during a Hounds Around Town walk will contribute to a happier, calmer, more tuckered out dog at home.

Fresh air and exercise are just the beginning.

It all comes down to our commitment to the fundamental principles of:

- safety
- reliability
- being trustworthy

Client Consultation

We understand that not all dogs are the same. We want to ensure that your pooch is setup with the walk that is just right for them.



01

Get in touch

You can reach out to us by phone or email to setup a free consultation. One of our Team Managers will come to your home and answer any questions that you may have.



02

Meet your walker

This is the perfect opportunity for your pup (and you) to get to know your new dog walker. Just like people, dogs do much better with someone that they know and trust.



03

Complete a registration form

Fill out our online form and tell us all about your pooch. Our services are customized to fit you and your dog's needs.



04

Let's get started

Begin scheduling walks with your regular walker as needed. You can set up a regular schedule or request different days each week.

OUR SERVICES

THERE IS A PERFECT WALK OR VISIT FOR EVERY FURRY COMPANION: LITTLE PUPS, BIG GUYS, SENIORS, ACTIVE BREEDS AND MELLOW PUPS. WE HAVE SOMETHING THAT FITS YOUR BELOVED DOG AND YOUR EVERYDAY SCHEDULE.

- Group walks
- Private walks
- Potty breaks
- Puppy visits
- Cat visits



Frequently Asked Questions

When will my dog get taken out for a walk?

Due to the complexity of each walker's varying schedules and the unique challenges of maneuvering through the city in all climates, we reserve a half-hour window around the time of your scheduled walk.

For example, if your pup is scheduled for a 2:00 PM walk, you can expect your walker will arrive sometime between 1:30 PM and 2:30 PM.

This window helps us manage constantly varying schedules, bad weather, toweling dogs off after rainy or snowy days, varying travel times between clients, and of course elevators that sometimes take forever to come for what ever reason.

Do you offer puppy visits?

We know that when young puppies first come home it's a transition process to begin walking outside (whether it be pre-vaccinations, the scary bustle of the big city, or a combination of both).

Your walker will come to your home to take your little one out on a potty break. If you'd like a longer to play and focus on socialization, practice puppy basics, offer tons of positive reinforcement and love, and clean up/replace wee pads. We can do that too.

How does the walker access my home?

You can either setup a lock box and code or make a spare set of keys for your walker to keep on their ring. Don't worry, if your walker is ever off sick or on vacation we will take care of the key handoff.

What are the minimum number of walks?

Establishing a regular schedule for your dog is recommended. This helps us allocate our walkers and ensures everyone gets walked within their desired time frames. We do require a minimum commitment of at least 2 scheduled walks per calendar week. Clients that book less than the minimum requirement per week will still be charged for at least two walks that week.

What is your cancellation policy?

We do have a 24-hour cancellation policy. If you do need to cancel a walk or service, please let us know as soon as possible, this gives us time to reallocate the time to a different pooch. Cancellations made with less than 24-hours notice will be charged the full price of the visit.

How do I pay my invoice?

We typically send out invoices at the start of each month, within the first week, for all the walks completed the month prior. You will receive your invoice by email and we accept all major credit cards.

A photograph of a person walking a white dog on a blue leash. The person is wearing a dark jacket, light blue jeans, and red sneakers. The dog is a white breed, possibly a Labrador, and is looking towards the right. The background is a blurred sunset scene with warm, golden light and bokeh from distant lights. The overall mood is calm and safe.

SAFETY:

WE BELIEVE IN SAFETY FIRST AND ALL OF OUR WALKS ARE GUIDED ON LEASH EVERY STEP OF THE WAY

We know that your dog is part of your family and as a part of our commitment to safety first that means we are committed to a no-off leash policy. Along with guidance from our trained walkers, your dog will also practice leash skills and adopt a more relaxed and refined walking manner over time.



What an everyday visit is like

You can leave your little one safe at home and be welcomed back by a happy and healthy pet. Have a look at what a visit is like from start to finish:

- Our walkers arrive at your home and help your dog get dressed and leashed before the walking adventure begins.
- Pickups include a drive to a local spot for a group walk or walkers remain in the area to enjoy a one-on-one private walk through the neighbourhood.
- Once back home dogs enjoy a treat, lots of belly rubs and if it's been raining a quick wipe down before finding their favourite spot on the couch.
- You'll enjoy a post-walk update and image to make you feel like part of the fun



How to reach us

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