

Note to existing clients

1/9/9

Dear Client,

Thank you for choosing *Let The Dogs Out* for your dog walking needs. I hope that you have been satisfied with the service I have provided to date. This is just a quick note to inform you of some planned changes to the service.

Rates

As of 1/10/9,

- the rate I charge for 30 minutes walking time will increase from £5 to £7.
- the rate for 1 hour walking time will remain the same at £10.
- the charges for any additional dogs being walked from the same household also remain the same, at £3 per dog for 30 minutes walking time & £5 per dog for 1 hour walking time.

These changes reflect my experience since starting business in June that petrol & travel time costs work out the same for both 30 minute & 1 hour walks.

Walk times & durations

In order to make most efficient use of my time & petrol, whilst striving to meet each client's individual requirements,

- dogs who are due to be walked for 30 minutes may occasionally be walked for the longer time of 1 hour. This will be at *no additional charge* to the client. Please indicate if you *do not* wish your dog to be walked for longer than you have requested for whatever reason.
- dogs due to be walked around midday may be walked within a window of 11am – 2pm, as this is, naturally, my busiest time of day. Again, please indicate if there is a reason why your dog *cannot* be walked within this more flexible time frame.

Wet weather

Now that the summer (ha!) is coming to an end, walks are bound to become wetter & muddier. I would appreciate if clients could leave out a designated towel to use for drying their dog(s). Although I always carry some towels in the car, they are bound to become soggy pretty quickly on a wet day!

Availability

I will always try & give you at least 1 month notice of any dates on which I am unable to walk your dog(s). At present the only dates I am aware of between now & Christmas when this is the case are Friday 18th September & Saturday 31st October.

Please do not hesitate to contact me if you have any concerns regarding the above changes.

Best Wishes,

Jane.