

# Kingsley Tails

*Code of Conduct  
Dog Owners*

# Responsible dog ownership on our platform

**Kingsley Tails is built on trust, transparency, and high standards of care.**

We are committed to connecting dog owners with vetted, responsible professionals, and in return, we ask owners to play their part in creating a safe and positive experience for everyone involved.

This Code of Conduct outlines the expectations we have for dog owners using the Kingsley Tails platform.

## **Working Together for Your Dog**

Great dog care is a partnership.

The best outcomes happen when owners and professionals communicate openly, share accurate information, and work together with the dog's wellbeing as the priority.

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## **Be Honest & Transparent**

Providing accurate and up-to-date information about your dog is essential.

You must:

- Share any behavioural concerns (e.g. reactivity, anxiety, aggression)
- Disclose medical conditions, injuries, or ongoing treatment
- Provide accurate vaccination and health information
- Inform professionals of any history that may affect care

Withholding or misrepresenting information can put your dog, other dogs, and professionals at risk.

Honesty helps ensure your dog receives the right care.

## **Keep Information Up to Date**

If anything changes, your professional needs to know.

This includes:

- Changes in behaviour
- Health updates or injuries
- Medication requirements
- Changes to routines or needs

Keeping your dog's information current allows professionals to adapt their care appropriately.

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## Respect Professional Judgement

Kingsley Tails professionals are experienced, vetted, and committed to high standards.

They may:

- Decline a booking if it is not suitable
- Recommend alternative arrangements
- Adjust group walks based on compatibility
- Raise concerns about your dog's welfare

These decisions are made with safety and wellbeing in mind and should be respected.

## Communicate Openly

If something doesn't feel right, we encourage you to speak directly with your dog care professional first.

Clear communication allows:

- Issues to be addressed quickly
- Adjustments to be made where possible
- A better experience for both you and your dog

Moving to another provider without communication can prevent resolution and impact trust within the platform.

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## **Commit to Meet & Greet**

Meet-and-greets are an important part of responsible dog care.

They allow:

- Your dog to become familiar with the professional
- Behaviour and compatibility to be assessed
- Expectations to be clearly discussed

We strongly encourage all owners to take part in a meet-and-greet before services begin.

## **Support Safe & Responsible Care**

Owners play a key role in ensuring safe services.

You should:

- Provide suitable equipment (e.g. secure harness or collar)
- Ensure your dog is fit and well for services
- Inform professionals of any risks or triggers
- Follow advice given by your professional where appropriate

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## Legal Responsibilities

As a dog owner in the UK, you are responsible for your dog's behaviour and welfare.

This includes obligations under laws such as:

- Animal Welfare Act 2006
- Dangerous Dogs Act 1991

You must ensure your dog does not pose a risk to others and that their welfare needs are met at all times.

## Respect Time & Agreements

Please respect your professional's time and business by:

- Being punctual for drop-offs and collections
- Providing adequate notice for cancellations
- Honouring agreed booking terms
- Paying for services as agreed

Professional dog care is a business, and mutual respect is essential.

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## **If Standards Are Not Met**

Kingsley Tails is committed to maintaining a safe and fair platform.

We may review or take action where:

- False or misleading information is provided
- A dog poses an undisclosed safety risk
- Repeated issues arise due to lack of communication
- Owners fail to respect agreed terms

Our priority is always the safety of dogs and the wellbeing of everyone involved.

## **A Shared Commitment**

By using Kingsley Tails, you are choosing a platform that values:

- Transparency
- Welfare-first care
- Professional standards
- Trust between owners and professionals

When owners and professionals work together, dogs receive the best possible care.

Raising the Standard in Dog Care.

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