



DOGBOXX CLIENT AGREEMENT 2026

This is an agreement between the contractor, Lydia Maxwell of DOGBOXX and her team and you the Client. By making a booking with DogBoxx, you agree to the below.

Scheduling

1. The contractor agrees to walk the client's dog at agreed times. The contractor and client both agree to communicate effectively to ensure these times are suitable.
2. Any schedule changes will be agreed in writing on WhatsApp or an email.
3. Walk timetable will either be a) **a regular slot** (eg every Tuesday and Thursday) or b) **a rolling slot** (agreed every week to fit in with a client's changing schedule.)
4. The contractor agrees to give priority to the regular slots first.

Walks

1. The contractor agrees to pick up, walk and return the dog within the agreed times.
2. Pick ups and drop offs will be in person where possible. When the client is not home, arrangements will be made for the contractor to hold a key and enter the house to collect the dog.
3. The contractor will keep the key in a safe place on their person and not mark them with addresses.
4. In person pick ups/drops offs will be preceded by calls/messages so the client is ready when the contractor arrives. The contractor will wait a maximum of 5 minutes. After this time the contractor may leave and the walk will be invoiced as delivered. Any return visits will be charged at £5 per return.
5. The contractor will not leave the dogs alone during pick ups/drop offs.
6. Dogs will be walked on a long line initially, and then off the lead where possible with client's consent.

Cancellation

1. The client agrees to give **5 days notice** if cancelling or changing a regular slot. Eg if the agreed slot is a Tuesday morning, notice must be given by 10am the previous Thursday.
2. The client agrees to give at least **48 hours notice** if cancelling or changing a rolling slot.
3. The client agrees to pay the contractor in full for cancelled walks after these time periods.
4. Exceptions to points 1 and 2 include: sudden illness of the dog, family emergency/bereavement, other similar extenuating emergencies. No exception can be made for changes to client's work schedule, last minute dog grooming appointments or short notice holidays.
5. The contractor will give at least the same periods of notice if cancelling or changing either slot.
6. The contractor will give as much warning as possible if they are ill/unable to walk. They will endeavour to supply a substitute walker where possible.
7. The contractor will not charge the client for any undelivered walks due to contractor illness.
8. All cancellation notices must be in writing by WhatsApp or email.
9. Cancellation of services by either party will be in writing. At least 5 days notice will be given.

Weather

1. At all times the health and wellbeing of the dog is the top priority.
2. In cases of extreme heat, the contractor may change the times of the walk to avoid the middle of the day.
3. The contractor will communicate any schedule changes as early as possible.
4. In extreme weather the length of the walk may be shortened if this is affecting the dog's wellbeing.
5. The contractor may also advise the client when the weather is too extreme for their dog.

6. Walk cancellations in extreme weather conditions (eg a storm) will be communicated by the contractor as soon as possible. No charge will be made for these cancellations. The contractor will attend to the physical needs of home alone dogs where possible (eg drop ins for comfort breaks.)

Bike Safety

1. The client agrees to supply the dog with a well fitting harness.
2. The contractor agrees to supply each dog with a firm clip to secure them in the bike.
3. The contractor reserves the right to restrain the dog further if needed for safety reasons, including use of a muzzle.

Dog Health

1. The client agrees to keep their dog updated with flea, tick and worm treatments and to regularly vaccinate their dog.
2. The contractor agrees to keep the bike clean and to regularly treat the bedding and towels with precautionary flea treatment.
3. The client agrees to inform the contractor if their dog is ill or if they discover any fleas/ticks/worms.
4. The contractor agrees to communicate details of any illness/outbreak to all clients who may have been affected.
5. The wellbeing of the dogs is always a priority. The contractor reserves the right to temporarily exclude a dog from walks until their illness/outbreak is finished.
6. The contractor cannot accept intact males on the walks.
7. Female dogs on heat may be accepted in consultation with the owner. They will remain on lead at all times on walks. The contractor assumes no responsibility for any accidental pregnancy during this time.
8. While every effort will be made by the contractor and their employee to avoid dogs ingesting anything in the park, they are not liable for any consequences of items ingested.
9. While every effort will be made to avoid dogs rolling in faeces/dead animals etc, this is always a risk. The contractor will bath the dog in the park as best as possible and inform the client of the situation. The contractor is not liable for soiled a harness/collar/coat or for a smelly/ sticky dog.

Insurance/Liability

1. The contractor agrees to insure the dogs while in their or their employee's care. This includes third party insurance and medical insurance for all dogs.
2. The client agrees to insure their dog for all third party and medical needs.
3. The client agrees to supply a clear name tag for their dog, to be worn at all times. UK law requires a contact number and address.
4. The contractor is not responsible for any trackers/airtags on the dog.

Payment

1. The contractor will invoice the client at the end of every month.
2. The client agrees to pay the full invoice within 7 days of receipt of this invoice.
3. The contractor reserves the right to withhold further walks if the invoice is unpaid after this period.
4. Price increases will be communicated at least 2 months ahead of proposed changes.

Privacy

1. The contractor may use images of the dogs on their social media or website.
2. The client agrees to this usage.
3. The client may ask the contractor, in writing, to refrain from using their dog's image.
4. The client agrees to disclose use of pup cams in their home.