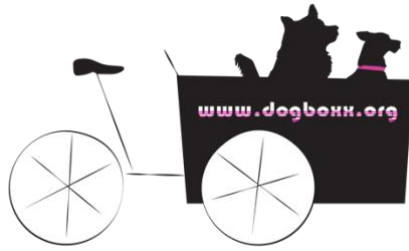


DogBoxx FAQs



with founder Lydia Maxwell

How do the dogs stay in the bike?

The bikes have solid clips on each corner to secure everyone safely. It's important that you provide a tight fitting harness that they absolutely can't wriggle out of, even if we see a squirrel.

Do the dogs not get scared?

It's normal for the dogs to be worried on their first few outings as it's all new. Usually they calm down and start to enjoy it by the second or third time. This is why I recommend a few regular trips so they get used to it.

How do you calm them down?

Before the first walk I'll pop by to introduce myself and to take them out on a test of the bike. I only introduce one new dog at a time, so the other dogs can calm them down. We talk and sing to them and they get nice treats and cuddles.

What do you sing?

Lydia only covers pre 2000 classics, children's songs and TV theme tunes. The other team members provide a medley of current hits. From November to February it's seasonal tunes only. 100% guaranteed inaccurate lyrics and random, faltering key changes.

How many do you walk at once?

We take a maximum of 15 per walk between the three of us. If there are a lot of big personalities, a fourth team member will join us to help out. Southwark Council regulations state a maximum of 6 dogs per person.

Are they allowed off lead?

To begin with, all dogs are on leads or long lines until they get comfortable and we can trust that they are listening to us and know that we are the safe person to go to if they get scared. Once everyone is settled, a shorter long line or no line is trialled.

What do you do in an emergency?

We have an emergency plan in place for different possible scenarios. We practice what to do in a medical emergency or if one dog tries to run away. Our priority is always to keep everyone as safe as possible. We are all canine first aid trained.

Why don't you allow intact males?

Unfortunately testosterone can make male dogs grumpy, humpy and possessive, which is challenging to manage when the dogs have to sit so close together in the bike. It also makes them roam further, which is hard to handle when the rest of the pack sticks together. Sometimes just the smell of testosterone makes other dogs grumpy or aggressive. On a group walk, all of this is challenging.

If your pup is not yet neutered but you're planning on doing it as soon as they're old enough, we're happy to take them on a trial basis, on the understanding that they are neutered as soon as the vet advises.

I'm slightly out of your catchment area, can you get to me?

Get in touch! We'll do our best

My dog is slightly heavier than the weight limit. Does that mean you won't take him?

As long as we can lift them safely without hurting ourselves, we're keen to try.

My dog is grumpy around other dogs. Is that a problem?

We have several grumpy dogs that still come with us and usually cheer up once they see their friends. If your dog snaps or snarls at others, this might be an issue in the bike. We're happy to test it out and see how it goes. We carry muzzles for emergencies to keep everyone safe. We only use them when we absolutely have to.

My dog is really shy. Is that a problem?

We have lots of shy souls. We're happy to take them.

My dog is old and slow. Can you still take her?

Of course. We have lots of older dogs who join us. Slow Dog's Club is on Thursday mornings. Details are on the website.

My dog is a rescue. Do you take rescues?

We love rescues! Our very own Luna (Co-Founder and Head of Morale) is a rescue too!

What's the youngest age you take dogs?

We have a few pups that are as young as 4 months old!

Do you still walk in bad weather?

As long as it's safe and not scary, we'll still walk. We only cancel walks if the temperature goes above 35 degrees or below minus 5, or if there are severe weather warnings for storms or wind.

We might change the times of a walk to dodge heavy rain or strong wind. The heatwave schedule (above 30 degrees) starts much earlier in the morning.

As the bikes are high sided, they are not safe in high winds. We may run a reduced service on foot if needed.

If your dog is home alone, we'll do our absolute best to get to them for a comfort break even if the walk is cancelled.

Have you ever had a dog who hasn't liked the bike?

The DogBoxx isn't for everyone and occasionally a dog doesn't settle in. I try to accommodate them the best I can, but if it doesn't work, I'll work with the owner to find a more suitable walker for them.

I live in a big apartment block. Can you collect my dog from there?

Absolutely.

What do the dogs do when you pick up another dog?

If the pick up is inside a building, the dogs come in with us. They are never left alone in the bike. There are a few pick ups where the bike can be kept within sightlines while we run up to the front door to pick up a dog. This is under a minute and the bike is locked for that time.

Can my dog come with you all day?

Yes, I take some dogs with me for two walks (around 10.30 – 3.45). They get a break in the middle while I eat my lunch in a coworking space. They'll also get a snack.

I've seen you in Peckham. Do you pick up from there?

Well spotted. Yes, I live in Peckham and have a few dogs who I pick up from there or on my route to Bermondsey. I don't have time to get back there in my lunch break, so they come with me for two walks.

Where do you keep my key?

In a zipped bag or pocket while we're on our rounds. In a secure place at home or in our locked garage when we're not working.

Who has access to my personal details?

Only myself and the team. Your details are deleted if you unsubscribe from DogBoxx.

How do I book?

You can either sign up for a regular slot (eg every Tuesday morning) or contact me weekly to arrange walks. WhatsApp is the easiest way to get in touch. Please make all arrangements with me, not with the team.

How do I cancel a booking?

A WhatsApp message is fine. The full cancellation policy is in the Client Agreement. I ask for 5 days notice to cancel a regular booking, or 2 days notice for a short notice booking.

My work schedule is changeable. Is that a problem?

We'll do our best to fit you in and be as flexible as we can. I'm afraid switching a walk from one day to another still counts as a cancellation.

How can I pay you?

I will invoice at the end of each month. Please pay by bank transfer.