



Terms & Conditions

Lovejoy's Waggy Walks

Effective Date: 01/05/2026

1. Services

We provide dog walking services as agreed with the client. Walk duration, frequency, and scheduling will be arranged in advance.

2. Owner Responsibilities

The owner agrees to:

- Provide accurate information about their dog, including health conditions, behavioural issues, and vaccination status.
- Ensure the dog has a properly fitted collar, harness, and lead.
- Inform us of any changes to the dog's health or behaviour.

3. Dog Health and Safety

Dogs must be vaccinated and free from contagious illnesses. We reserve the right to refuse or discontinue services if a dog poses a safety risk to people, other animals, or itself. In the event of illness or injury during a walk, we will make reasonable efforts to contact the owner and seek veterinary care if necessary.

4. Veterinary Emergencies

If emergency veterinary treatment is required and the owner cannot be reached, the owner authorises us to seek treatment on their behalf. The owner is responsible for all veterinary costs incurred.

5. Access to Property

Where keys, lock codes, or access instructions are provided, we will take reasonable care to keep them secure. We are not liable for losses resulting from faulty locks, security systems, or access arrangements beyond our control.

6. Payments

Payment is due within 7 days of receiving an invoice unless otherwise agreed. Late payments may result in suspension of services.

7. Cancellations

Clients should provide at least 48 hours' notice for cancellations. Cancellations made with less than 48 hours' notice may be charged at up to 100% of the scheduled service fee.

8. Liability

While we take reasonable care of all dogs in our care, dog walking involves inherent risks. We are not liable for illness, injury, loss, or death arising from circumstances beyond our reasonable control, except where caused by our negligence.

9. Photographs

We may take photographs of dogs during walks and use them for marketing purposes unless the owner requests otherwise in writing.

10. Termination

Either party may terminate the service arrangement at any time by providing reasonable notice.

11. Weather Policy

The safety and wellbeing of all dogs in our care is our priority. During periods of extreme weather, including high temperatures, severe storms, or other unsafe conditions, scheduled walks may be replaced with a drop-in visit. During a drop-in visit, we will provide toilet breaks, fresh water, feeding (if requested), companionship, and welfare checks. This decision will be made at our discretion to protect the health and safety of the dog, and the standard service fee will still apply.

Please note that a drop-in service will not be the full hour and will be shortened to a minimum of 20 minutes. This is to ensure all dogs can still be seen that day. Depending on the amount of bookings within that time slot, this amount of time could be extended.

12. Acceptance

By booking our services, the client confirms that they have read, understood, and agreed to these Terms and Conditions.

Client Name: _____

Client Signature: _____

Date: _____

Lovejoy's Waggy Walks – Wellbeing is our top priority