



4 Paw Friend

Where Happy Tails Meet Expert Care!

4 PAW FRIEND

CLIENT & OWNER WELCOME PACK

Terms, Conditions & Service Information – 2026

Welcome to 4 Paw Friend

Thank you for choosing 4 Paw Friend.


We are proud to be one of South London's most trusted and established dog walking and pet care providers, supporting over 100 active clients across London.

Founded by Joe McDonagh and Richard Taylor, our reputation has been built on professionalism, reliability, consistency and genuine care for every dog entrusted to us.

Our mission is simple:

To provide safe, structured, reliable and professional dog care services whilst building long-term relationships based on trust, communication and exceptional service.


This Welcome Pack explains how our services operate and forms part of the agreement between 4 Paw Friend and our clients.

 0777 77 91440

 info@4PawFriend.co.uk

 [4PawFriend.co.uk](https://www.instagram.com/4PawFriend.co.uk)

 www.4pawfriend.co.uk

 South London



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Company Structure

4 Paw Friend is owned and operated by:

Joe McDonagh

Operations & Client Relations Director

Responsible for client services, operational standards, compliance and customer experience.

Richard Taylor


Logistics & Service Development Director

Responsible for scheduling, route planning, transport logistics and service delivery.

Our growing team receives ongoing training in:

- Professional dog handling
- Canine behaviour awareness
- Welfare and safety procedures
- Customer service standards


All team members are required to represent 4 Paw Friend professionally and wear approved company uniform whilst carrying out services.

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Insurance & Licensing

The safety of our clients, dogs and staff is our highest priority.

4 Paw Friend maintains appropriate insurance and licensing arrangements including:

- Public Liability Insurance
- Care, Custody and Control Insurance
- Employee Liability Insurance
- Key Cover Insurance
- Vehicle Insurance
- DBS Checked Team Members
- Relevant Local Authority Permissions and Licensing

Copies of insurance documentation may be made available upon request.

Whilst every reasonable precaution is taken, dog ownership remains the legal responsibility of the owner at all times.


Client Registration Process

Before services can commence, all clients must complete a 4 Paw Friend Client Registration Form.

The Registration Form forms part of this agreement.

The Registration Form allows us to obtain important information including:


- Veterinary details

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- Emergency contacts
- Medical conditions
- Feeding requirements
- Behavioural information
- Exercise requirements
- Medication information
- Access arrangements

By submitting the Registration Form, clients confirm that all information supplied is accurate and complete.

Services cannot begin until the Registration Form has been approved by 4 Paw Friend.

Submission of the Registration Form constitutes acceptance of this Welcome Pack, our Terms & Conditions and our Cancellation Policy.


Flexible Service Commitment


We believe dog care should be flexible and stress-free.

Clients are under no obligation to commit to any minimum level of service.

There are:


- No joining fees
- No membership fees
- No minimum monthly spend

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- No long-term contracts
- No requirement to maintain regular bookings

Clients may use our services as frequently or infrequently as required.

However, once a booking request has been accepted and confirmed by 4 Paw Friend, that booking becomes subject to our Cancellation Policy and Terms & Conditions.

Terms & Conditions

Owner Responsibility

Clients remain legally responsible for their dog at all times.

Owners agree to provide complete and accurate information regarding:

- Behaviour
- Medical history
- Medication
- Aggression
- Reactivity
- Anxiety
- Escape tendencies
- Previous incidents


Failure to disclose relevant information may result in immediate termination of services.

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Veterinary Treatment

In the event of illness, injury or emergency whilst a dog is in our care, 4 Paw Friend may seek veterinary treatment where necessary.


Owners remain responsible for all associated veterinary costs.


Damage to Property or Vehicles

Owners accept responsibility for damage caused by their dog to:


- Vehicles
- Equipment
- Property
- Staff belongings
- Client property
- Third-party property


Reasonable repair, cleaning or replacement costs may be recovered from the owner where appropriate.

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Right to Refuse Services

4 Paw Friend reserves the right to refuse, suspend or terminate services where:


- Safety concerns exist
- Information has been withheld
- Payments remain outstanding
- Dogs are unsuitable for group activities
- Staff are subjected to abuse or unreasonable behaviour

Our decision in these circumstances shall be final.

Client Responsibilities

To ensure safe and efficient service delivery, clients agree to:


- Maintain accurate contact information
- Provide safe and secure property access where required
- Ensure their dog is healthy and fit to participate
- Maintain appropriate parasite treatment programmes
- Provide suitable leads, collars and harnesses
- Notify us of any behavioural or medical changes
- Communicate through official company communication channels
- Not engage company staff privately outside of 4 Paw Friend

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Failure to comply with these responsibilities may result in services being suspended.

Safety, Licensing & Compliance

Safety is at the centre of everything we do.

4 Paw Friend operates strict procedures designed to protect dogs, staff and members of the public.


These include:

- Controlled group management
- Safe transportation procedures
- Equipment inspections
- Vehicle safety checks
- Behaviour assessments
- Structured handling protocols
- Ongoing staff training

Off-lead exercise will only occur where:

- Appropriate permissions have been granted
- The environment is considered safe
- The dog's behaviour is suitable


All safety decisions remain at the discretion of 4 Paw Friend.

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Communication Standards

Clear communication helps us deliver the highest level of service.

Our primary communication channel is WhatsApp.

Clients may also contact us via telephone or email.

We aim to:

- Respond to messages promptly during working hours
- Provide booking confirmations
- Notify clients of scheduling changes
- Share updates regarding their dog's care
- Communicate openly and professionally at all times

Whilst we strive to respond quickly, response times may vary during busy operational periods.

Pricing & Payments


Current service pricing is published on our website.

Clients are encouraged to review the latest pricing before making bookings.

Existing clients operating under historical pricing agreements will remain on their agreed rates until their next annual review unless service requirements change.

Invoices are issued monthly.


Payment is due upon receipt unless otherwise agreed.

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Failure to pay invoices may result in suspension of services.

Cancellation Policy

To ensure fairness and protect pre-booked staffing, vehicle allocation and operational planning:

- Less than 24 hours notice – 100% fee payable
- 24–48 hours notice – 50% fee payable
- More than 48 hours notice – 25% fee payable
- Last-minute bookings may incur additional charges


Acceptance of a booking constitutes acceptance of this Cancellation Policy.


The 4 Paw Print Newsletter

As part of our commitment to building a strong client community, all clients receive access to our regular newsletter.

The newsletter may include:


- Company updates
- New dog introductions
- Training tips
- Health and welfare advice
- Service announcements

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- Community news

Photographs of dogs may occasionally be included.

Clients may opt out of marketing communications at any time.

Acceptance of Terms

By submitting a 4 Paw Friend Client Registration Form and booking services with 4 Paw Friend, clients confirm that they:

- ✓ Have read this Welcome Pack
- ✓ Understand these Terms & Conditions
- ✓ Accept the Cancellation Policy
- ✓ Accept the Communication Standards
- ✓ Accept the Client Responsibilities
- ✓ Confirm all information provided is accurate
- ✓ Agree to be bound by these Terms for all future bookings


We look forward to building a long-term relationship with you and your dog.

Thank you for choosing 4 Paw Friend.

Joe McDonagh & Richard Taylor

Co-Founders


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