

VIP membership & pricing



Regular care, a familiar routine and transparent pricing. Compare today's fees with the fees effective from 1 January 2027 below.

Service / payment basis	Current	From 1 Jan 2027
Standard daycare / day	£40	£48
Bronze VIP / month	£430	£575
Silver VIP / month	£560	£725
Gold VIP / month	£690	£875
Standard boarding / night*	£29	£35
Qualifying VIP boarding / night*	£14	£15

All prices include VAT. Boarding is per night plus applicable daycare. Collection by 8am: no collection-day daycare charge; after 8am: full applicable daycare unless covered by a qualifying VIP allocated day. Fixed contracted days determine eligibility. See the final page for Christmas/New Year supplements and closures.

2027 membership allocations

2027 membership	Bronze	Silver	Gold
Regular days / week	3	4	5
Sessions / 12-month term	150	200	250
Routine grooms / term	6	8	12
Eligible member discount	5%	10%	15%

Membership is a 12-month commitment with 12 equal monthly payments. Allocations belong to the registered dog and must be used within that term: no rollover, transfer or cash credit, subject to statutory consumer rights. A birthday treat bag is included. Eligibility, capacity, safe handling and the applicable signed agreement govern all services.

Mucky Pupz Canine Services Ltd | Brookwood, Church Road, Burstow, Horley, Surrey RH6 9RG
muckypupz.co.uk | 01342 621703

Making membership work for you

Your regular routine

For 2027, Bronze and Silver sessions may be rearranged with at least 48 hours' notice, subject to availability and the agreement, within the same membership term and allocation. Bank-holiday arrangements follow the same conditions. Less than 48 hours' notice counts as used. Gold missed sessions cannot be rearranged. A rearranged session does not change the contractual boarding-discount schedule.

Breakfast Club and later collection

From 1 January 2027, daycare is 8am-6.30pm. Breakfast Club (7am-8am) is £12; After School Club (6.30pm-8.30pm) is £12; late care (6.30pm-10.30pm) is £24. On qualifying VIP days, confirmed Breakfast Club bookings and After School Club to 8.30pm are included; 8.30pm-10.30pm is an extra £12. Breakfast Club must be booked month by month in advance, subject to confirmation, canine staffing, licensed capacity and reasonable usage for fair access. It is not automatically reserved every day. Book other extended care in advance, subject to availability.

Boarding and grooming

From 1 January 2027, the £15 VIP boarding rate is per qualifying night plus applicable daycare. It applies on the regular allocated schedule specified in your agreement; days cannot be swapped solely to obtain a boarding discount. Routine grooms are allocated per 12-month term. Appointments cancelled with less than 24 hours' notice may count as used; agreed additional coat work and parasite decontamination charges apply as explained overleaf.

Discounts and extras

Eligible member discounts are Bronze 5%, Silver 10% and Gold 15%, subject to the agreement. Exclusions include membership fees, already discounted items and excluded third-party or promotional products. Extras outside your allocation are charged separately at applicable standard rates.

A clear agreement

Your monthly membership price is fixed for the active 12-month term. Ordinary early termination is governed by your agreement; charges are limited to services supplied and reasonable actual loss after costs saved, replacement bookings and sums paid. Statutory cooling-off cancellation follows the Consumer Cancellation Notice: only the lawful proportionate charge for services supplied following an express request to begin within that period is payable. Read your agreement and the Client Terms before joining. Payments must stay up to date; suspension does not automatically pause the term. Females in season are excluded from all services.

Grooming with your membership

One client at a time. Your dog, or dogs from your household, will be the only dogs in the salon during your appointment. We allow individual attention, settling time and comfort breaks, with no dryer cabinets.

Your included appointments

Routine grooming allocations remain Bronze 6, Silver 8 and Gold 12 per 12-month term. An included groom uses one allocation; its routine price is not charged again when agreed extras apply. Membership fees stay fixed for the active term.

Between full grooms

Bath and brush-out is available for doodles, Bichons and other fluffy, long or curly coats. Ideally book halfway between full grooms, especially if home brushing is difficult. It includes bathing, drying, brushing and combing, with no haircut, substantial mat removal or heavy undercoat removal. It supports, rather than replaces, the recommended home-care routine.

Bath and brush-out starts at £40 small, £45 medium or £55 large including VAT, effective 4 October 2026. It is an additional appointment unless expressly included in your agreed schedule; existing discount entitlements apply.

Matting and parasites

Humanity over vanity, every time. Loose everyday tangles are included in normal brushing. Additional coat work costs £1 per minute (£15 per 15 minutes), charged for actual extra time within a maximum agreed beforehand. Tight or widespread matting requires a welfare clip, not painful brushing to preserve length. We may stop or recommend veterinary care if needed.

If fleas or other external parasites are found in the salon and additional decontamination is required, a fixed £25 surcharge applies per affected visit, including VAT. This covers extra cleaning and appropriate environmental pest treatment. The groom may stop, prompt collection may be required, and later appointments may need to be rearranged while the salon is treated.

The £25 charge is separate from grooming actually supplied; it is not an automatic charge for the rest of the day's cancelled appointments. Any further recoverable loss must be lawful, reasonable and evidenced, without double recovery. Existing agreed quotes and contracted prices are honoured. Consumer rights remain unaffected.

The full Grooming Price Schedule and welfare-clip consent are available in the Client Hub. Included services, discounts and cancellation rules remain governed by your VIP agreement.

Christmas & New Year

2026/27 boarding supplements - per dog, per night

£24 per night: nights starting 24, 25 and 26 December 2026, 31 December 2026 and 1 January 2027.

£12 per night: nights starting 23 December, 27-30 December 2026 and 2-3 January 2027.

The supplement is added to the applicable boarding rate. It replaces a weekend or bank-holiday supplement for the same night. No overnight supplement applies to the collection day.

Collection day

Collection by 8am has no collection-day daycare charge. Collection after 8am incurs the full applicable daycare rate unless covered by a qualifying VIP allocated day. Fixed contracted days determine eligibility; moving a session does not create a discounted boarding night.

Festive arrangements

Daycare closes from 23 December 2026 and reopens Monday 4 January 2027. Festive boarding is by prior arrangement. Your written quotation confirms the dates, service availability and full charges. Existing agreed quotations and protected contract prices are honoured.

This page clarifies the accompanying guide. Service terms and statutory rights continue to apply.