

SILVER VIP MEMBERSHIP AGREEMENT

12-Month Minimum Term

Membership	Silver
Daycare allocation	200 daycare sessions per 12-month term
Grooming allocation	8 routine grooming appointments per 12-month term
Monthly payment	£725.00 including VAT
VIP Member Discount	10% on eligible products and services

IMPORTANT: Read this Agreement, the 2027 Client Terms of Service and the attached Consumer Cancellation Notice and Request to Begin Services (pages 5-6) before signing. The Notice governs statutory cooling-off cancellation. Otherwise, the Client Terms of Service prevail if terms conflict.

1. MEMBERSHIP TERM AND PAYMENT

The Silver VIP Membership has a 12-month minimum term and 12 equal monthly payments of GBP 725.00, including VAT. Fees are payable in advance by Direct Debit through GoCardless, subject to the manual-payment and written exceptions in the Direct Debit condition on page 4.

The membership includes an annual allocation of 200 daycare sessions during the 12-month term. This allocation is based on the Company's normal operating calendar and accounts for bank holidays and scheduled closures, in accordance with the Client Terms of Service.

2. DAYCARE ALLOCATION

The Silver Membership includes 200 daycare sessions during the 12-month membership term, normally allocated at 4 sessions per week. The Client's usual allocated days are recorded below and remain subject to licensing capacity, staffing ratios, welfare requirements and the Company's professional discretion.

Allocated weekday(s):

An allocated daycare session cancelled with at least 48 hours' notice may be rearranged to another day, subject to availability. Rearrangement does not create an additional session: the replacement session remains part of the Client's 200-session annual allocation and must be used within the applicable 12-month membership term.

Where an allocated Silver daycare day falls on a bank holiday when daycare is closed, the session may be rearranged to another operating day within the same 12-month membership term, subject to availability. The rearranged session remains part of the 200-session annual allocation and does not create an additional entitlement.

Sessions cancelled or changed with less than 48 hours' notice are fully chargeable and count as used from the annual allocation. Missed or unused sessions have no cash value and are not refundable, transferable to a future membership term, or exchangeable for credit.

Once the Client has used the full allocation of 200 daycare sessions within the 12-month membership term, any further daycare attendance is outside the membership and will be charged separately at the Company's prevailing standard daycare rate.

3. GROOMING ALLOCATION

The membership includes 8 routine grooming appointments during the 12-month term. Grooming appointments must be used within the membership term, do not roll over, are non-transferable and cannot be exchanged for cash or credit.

Grooming cancellations with less than 48 hours' notice count as used under the Terms, without double recovery. Additional coat work is £1 per minute within an agreed cap; the parasite decontamination surcharge is £25 per affected visit. Existing discount entitlements apply. Read the attached Grooming Care and Charges policy (page 7).

4. EARLY TERMINATION

Statutory cancellation: where a cooling-off right applies, the attached Cancellation Notice governs. Only the lawful proportionate charge for services actually supplied following an express request to begin during that period is payable. No remaining-term charge, ordinary notice charge or retrospective removal of the VIP discount applies to that statutory cancellation.

Other early termination: any standard-rate recalculation or remaining-instalment charge is subject to the Client Terms of Service and statutory rights. The total retained or charged must reflect services supplied and reasonable actual loss, allowing for costs saved, replacement bookings and payments received. The Company will explain its calculation and refund any excess prepayment.

5. SUITABILITY, WELFARE AND SUSPENSION

Membership does not guarantee continued acceptance of a dog for daycare, grooming or any other service. The Company may restrict, suspend or withdraw services where this is reasonably required for canine welfare, staff safety, group stability, licensing compliance or other matters covered by the Client Terms of Service.

Where attendance is affected by health, season, behaviour, client conduct or another matter governed by the Client Terms of Service, the charging, suspension and termination provisions in those Terms apply.

6. MEMBERSHIP BENEFITS

Membership sessions and grooming appointments are personal to the registered dog. They are non-transferable and cannot be sold, assigned to another dog or client, exchanged for alternative services, or redeemed for cash or credit, unless the Company has expressly agreed a specific written variation.

A birthday bag is included once during each active 12-month membership term. It has no cash value and is not transferable.

7. EXTENDED DAYCARE BENEFITS

Breakfast Club (7:00am-8:00am) is included on qualifying allocated VIP days only when booked month by month in advance and confirmed. Membership does not automatically reserve an early drop-off every day. Requests are subject to canine staffing, licensed capacity and reasonable usage so that access can be shared fairly with other clients.

After School Club (6:30pm-8:30pm) is included on qualifying allocated VIP days when booked in advance, subject to availability. These benefits have no cash or credit value if unused. The 8:30pm-10:30pm late extension is additional and costs £12.00.

8. VIP BOARDING RATE AND ALLOCATED DAYS

VIP Members are entitled to a preferential boarding rate of £15.00 per qualifying night where the boarding night corresponds with the Client's established regular allocated daycare schedule. The Company's standard boarding rate otherwise applies.

Allocated days may be changed only by agreement with the Company and are subject to availability. They must reflect the Client's genuine regular daycare attendance pattern and may not be temporarily changed, substituted or rearranged solely for the purpose of obtaining the preferential £15.00 boarding rate.

A daycare session rearranged because of cancellation, a bank holiday or another permitted booking change does not alter the Client's established contractual allocated days for boarding-rate purposes. Where a boarding night does not correspond with the established allocated schedule, the applicable standard boarding and any associated daycare charges will apply.

9. VIP MEMBER DISCOUNT

The Silver Membership includes a 10% VIP Member Discount on eligible Mucky Pupz products and services. Eligible purchases may include raw food, retail products, Embroida personalised products and selected additional Mucky Pupz services.

The VIP Member Discount applies to eligible products and services only. Exclusions may apply to selected third-party products, promotional items and services already offered at a preferential member rate. The discount cannot normally be combined with another discount, promotion or preferential member price and does not apply to membership fees.

10. MEMBERSHIP PRICE GUARANTEE

The agreed monthly membership fee is fixed for the duration of the active 12-month membership term. Any increase to the Company's standard daycare, grooming or membership prices during that term will not increase the Client's agreed monthly membership payment. Any revised membership price will apply only to a new membership term entered into after expiry of the current term.

11. ACCOUNT IN GOOD STANDING

Membership benefits are conditional upon the Client's account remaining in good standing. Payments must be made when due and there must be no overdue balance on the account. Where an account falls into arrears, the Company may suspend access to membership services and benefits until the account is brought up to date. Suspension does not pause or extend the 12-month membership term and does not remove the Client's obligation to make the agreed membership payments. The payment, suspension and enforcement provisions in the Client Terms of Service continue to apply.

12. CLIENT DETAILS AND ACCEPTANCE

Client name:

Dog's name:

Email address:

Membership start date:

Membership end date:

First payment date:

I accept this 12-month VIP Agreement, including the Direct Debit condition below, and 12 monthly payments of GBP 725.00 including VAT (total GBP 8,700.00), subject to my statutory rights. I have received the 2027 Client Terms and Cancellation Notice and understand the benefits, allocations and early-termination rules. Starting services during the cooling-off period requires my separate express request.

Client signature:

Date:

Mucky Pupz Canine Services Ltd | Company # 16984314
Brookwood, Church Road, Burstow, Horley, Surrey RH6 9RG United Kingdom
T: 01342 621703 E: enquiries@muckypupz.co.uk VAT No: GB 308 9939 56

Direct Debit condition

VIP membership fees must be paid by Direct Debit through GoCardless, except for an initial instalment that we agree may be paid manually or another payment arrangement that we agree in writing. We will make reasonable adjustments where required by law. Please contact accounts@muckypupz.co.uk if you need help with the payment arrangements.

After signing the membership agreement, you must authorise a Direct Debit mandate in time for the first agreed Direct Debit collection, unless we have confirmed that a suitable existing mandate can be reused. We will confirm the collection amounts, dates and number of remaining instalments in advance and provide the notice required by the Direct Debit scheme. Confirmed instalments already paid will be deducted from the collection schedule so that the same instalment is not collected twice.

You may cancel your Direct Debit mandate at any time by contacting your bank or building society; please also tell us. Cancelling the mandate does not, by itself, cancel your membership agreement or remove any payment properly due under it. Your statutory cancellation rights, rights under the Direct Debit Guarantee and other consumer rights remain unaffected.

If a mandate is cancelled or a payment fails, we will contact you to resolve the payment arrangements. Any suspension, termination or recovery of sums must follow the membership agreement, the applicable Client Terms and consumer law. This clause does not impose an automatic cancellation charge or make all remaining instalments immediately payable.

Cancellation notice & starting services

For service contracts with a statutory cooling-off right. Read this notice with your service agreement and the 2027 Client Terms of Service before agreeing the contract.

Your right to cancel

Where your service contract is made at a distance or off-premises and the statutory right applies, you have the right to cancel without giving a reason. The cancellation period expires 14 days after the day on which the contract is concluded. Any longer period required by law applies; if the final day falls on a Saturday, Sunday or public holiday, the period extends to the next working day.

To cancel, tell Mucky Pupz Canine Services Ltd by a clear statement, for example by email, letter or telephone. You may use the model cancellation form on page 2, but you do not have to. Send your cancellation before the cancellation period expires.

Email: enquiries@muckypupz.co.uk Telephone: 01342 621703

Post: Mucky Pupz Canine Services Ltd, Brookwood, Church Road, Burstow, Horley, Surrey RH6 9RG, United Kingdom.

Services supplied before cancellation

Starting services during the cooling-off period means beginning the canine care covered by your contract before that period ends. It does not mean early-morning drop-off or Breakfast Club; those have separate booking rules.

We will begin contracted services during that period only at your express request. If you then cancel, you must pay a proportionate amount for services actually supplied up to cancellation, but only if we gave you the required cancellation and charging information before you were bound.

The charge is based on the total price agreed in your contract and what has been supplied compared with the full service covered by that contract. If the agreed price is excessive, the charge is based on the market value of equivalent services. For VIP membership, this calculation uses the agreed membership price; cancellation does not retrospectively remove the VIP discount or trigger standard-rate repricing.

Refunds and the remaining commitment

We will provide an itemised calculation. We may retain from payments received, or recover, only the lawful proportionate service charge described above. We will refund the balance without undue delay and within 14 days after you tell us you are cancelling, using the same payment method unless you expressly agree otherwise. No refund fee will be charged.

A valid statutory cancellation ends the remaining contractual commitment. Ordinary notice charges, remaining membership instalments, cancellation penalties and lost-profit charges do not apply to that cancellation. Outside the statutory cancellation period, your agreement and its fair early-termination provisions continue to apply, subject to all other consumer rights.

Beginning contracted services does not itself end your cancellation right. It ends on full performance only if you expressly requested services during the cooling-off period and acknowledged beforehand that completing the whole contract would end that right. Providing every session scheduled in the first 14 days does not complete a 12-month VIP contract.

Your choices & forms

Request to begin services during the cooling-off period

Use this section only to request that the canine care covered by your contract begins during the cooling-off period. It does not book early-morning drop-off or Breakfast Club. Those bookings must be made separately under the usual monthly booking rules. Leaving this section blank means we will wait until the cooling-off period ends.

☐ I expressly request that Mucky Pupz begin the contracted services identified below during my statutory cancellation period. I have received the cancellation notice and understand that, if I cancel, I must pay the lawful proportionate amount for services actually supplied as explained on page 1. I acknowledge that I lose the statutory cancellation right once the whole contracted service has been fully performed following this request.

Service / membership: _____

Requested start date: _____

Client name: _____

Client signature or recorded electronic confirmation: _____

Date: _____

You may return this request by email. Signing the main agreement, paying, or leaving this box unticked does not amount to an express request to begin contracted services during the cooling-off period.

Model cancellation form

Complete and return this form only if you wish to cancel the contract.

To: Mucky Pupz Canine Services Ltd, Brookwood, Church Road, Burstow, Horley, Surrey RH6 9RG, United Kingdom.

Email: enquiries@muckypupz.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*] / for the supply of the following service [*]:

Ordered on [*] / received on [*]: _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) (only if this form is notified on paper): _____

Date: _____

[*] Delete as appropriate.

Mucky Pupz Canine Services Ltd | Company No. 16984314 | VAT GB 308 9939 56

This notice takes priority over inconsistent ordinary notice, deposit or early-termination provisions when a statutory cancellation right is exercised. Other statutory consumer rights remain unaffected.

Grooming care and charges

Part of your VIP membership agreement. These provisions explain the grooming extras; your agreed membership fee, routine allocation and existing discount entitlements are preserved.

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.

Between your included 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. It is an additional booking unless expressly included in your agreed schedule. Your applicable VIP discount entitlement is preserved.

Matting and welfare

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.

We record consent for a welfare clip and contact you before non-emergency work changes the agreed plan or exceeds the cap. If you cannot be reached, we stop safely unless urgent welfare action is necessary. No duplicate blade or shave-down fee applies.

Parasites

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.

An included routine groom uses one allocation and is not charged at the full standard price again when extras apply. This policy does not remove your statutory consumer rights or our duty to use reasonable care and skill.

Company signature

For Mucky Pupz Canine Services Ltd.
Completed by an authorised representative before sending to the client.

Authorised representative name

Position

Company signature

Date (DD/MM/YYYY)