



MUCKY PUPZ
CANINE SERVICES LTD

A happier day. A home from home.

Daycare, home boarding and thoughtful grooming.
Space to explore. Time to rest. Care that feels familiar.

OUR SERVICES / OCTOBER 2026



OUR SERVICES | October 2026 | VIP rates effective 1 January 2027

Mucky Pupz Canine Services Ltd | Company # 16984314 | VAT GB 308 9939 56

Registered Office: Brookwood, Church Road, Burstow, Horley, Surrey RH6 9RG United Kingdom

01342 621703 | enquiries@muckypupz.co.uk | muckypupz.co.uk

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Welcome to Mucky Pupz

A happier day. A home from home. Structured daycare, welcoming home boarding and thoughtful grooming, with space to explore and time to rest.

Space to be a dog

Our four-acre setting offers supervised activity, enrichment and rest. Agility, soft play and outdoor experiences are balanced with warm, comfortable places to settle. Suitable smaller groups and a regular routine help us understand each dog as an individual.

Care that fits together

Doggie daycare brings companionship and structured activity. Home boarding offers familiar people, routines and household sleeping arrangements for regular daycare dogs. Our grooming service provides individual, cage-free care and practical advice for maintaining your dog's coat.

Keeping you involved

Use the online portal to manage your account and bookings. Care journals, photographs and reports help you stay involved; we discuss significant behaviour changes with you. You can explore our team, facilities, testimonials, videos and practical dog-care information on the website.

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Getting to know your dog

A careful introduction

Start by registering your dog and arranging an assessment. We look at suitability, body language and support needs; a phased introduction may be appropriate. Regular daycare requires at least one full session per week and a minimum charge of four sessions per calendar month.

Learning through everyday life

Puppy and individual learning sessions use rewards, repetition and clear routines. We share progress so you can reinforce learning at home. Activities are adapted to age, temperament and ability, with shelter, water and rest available throughout the day.

Health, comfort and safe handling

We assess each dog's suitability and require disclosure of health and behaviour concerns. Dogs must be neutered by 12 months unless a vet confirms a medical reason for delay in writing. Females in season are excluded from all services and must be collected immediately if their season starts onsite. Prong, shock and choke collars are not permitted. Full health and booking requirements are set out in the Client Terms of Service.

Extra support

Please ask about additional help such as arranged veterinary visits, short-notice care, extensions to a stay or support while an owner is unwell. Each request is considered individually and depends on suitability and availability.

Our website also contains practical information about assessments, getting started, lungworm and common worms. For medical concerns, consult your vet; care information does not replace veterinary advice.

Transparent pricing

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 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.

Your routine, explained

Extended care

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.

Session arrangements

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.

Boarding

Home boarding is subject to assessment, licensed capacity and availability. Tell us about separation anxiety, guarding, noise sensitivity and any concern around children or household activity. A fixed 25% non-refundable deposit secures boarding; the balance is due 14 days before arrival. Cancellations within those 14 days remain payable in full, with the deposit credited towards the total. Charges remain subject to reasonable actual loss, costs saved, replacement bookings and consumer rights.

Membership terms

Qualifying VIP boarding applies to the regular schedule in your agreement. Included grooms and sessions must be used during the term; extras are charged separately. Early termination and any recalculation are governed by your signed agreement; please read it alongside the Client Terms of Service. Statutory cooling-off cancellation is governed by the Consumer Cancellation Notice and is excluded from ordinary early-termination repricing.

Grooming and coat care

One client at a time. Your dog, or dogs from your household, will be the only dogs in the salon during your appointment. Our cage-free salon welcomes daycare clients and other dogs.

Specialist support for nervous dogs

Start with a free 30-minute consultation and salon tour. Practical acclimatisation starts at £30 per approximately 30-minute session. Introductory sessions help us build familiarity and trust at your dog's pace. We discuss health, previous experiences and a practical plan, taking breaks or stopping when needed.

Full grooms and in-between care

We are pet-dog groomers offering breed-standard styling and practical pet trims. Scissors are used for refinement only. We do not offer hand stripping or scissoring an entire wool coat. We also offer deshedding and pedicures: tidying long foot hair, clipping pads and trimming nails where appropriate, including for Springers (£20 including VAT). Anal gland expression costs £15 including VAT and is available only where there are no signs of pain, inflammation, infection or impaction; suspected problems require veterinary attention. Doodles, Bichons and other fluffy coats can benefit from a bath and brush-out halfway between full grooms, particularly when brushing at home is difficult.

Clear prices and kind handling

Full haircuts start at £65. Bath and brush-out starts at £40 small, £45 medium or £55 large. Prices include VAT and apply from 4 October 2026 to new quotes. More than eight weeks since the last groom attracts a £10 surcharge per dog, covering the first ten additional coat-work minutes. Further agreed extra time is £1 per minute, within an agreed cap. A fixed £25 charge applies when external parasites require salon decontamination.

VIP allowances cover routine grooms. Owners must maintain the coat between visits; additional coat work for tangles or matting remains chargeable, subject to existing discount entitlements. We agree extras in advance and do not charge an included routine groom again.

Humanity over vanity: tight matting may need a welfare clip. Existing agreed quotes, active contracted prices and consumer rights are protected. See the Grooming Brochure and Grooming Price Schedule for the full service, overdue, price and welfare information.

Talk to us

Call 01342 621703 or email enquiries@muckypupz.co.uk. Grooming plans can spread an agreed annual routine across 12 monthly payments. Find the brochures, price schedule and applicable terms in the Client Hub.

Booking and care requirements

Health and attendance

Dogs must be fully vaccinated, including against kennel cough, and up to date with parasite protection. A kennel cough exemption requires written veterinary confirmation and must comply with licensing requirements. A booster grace period of up to three months may be permitted with evidence of a booked vet appointment, subject to veterinary advice and the current protection required by the licence. Dogs must be symptom-free for at least 48 hours after vomiting or diarrhoea. An ill dog onsite must be collected within one hour of notification.

Regular places, notice and holding fees

Ending or reducing a regular daycare place requires one full calendar month's written notice, always starting on the 1st of the following month without discretionary exception because forthcoming sessions and staffing must be preplanned. Allocated days remain payable during notice. For an absence exceeding one calendar month, a holding fee of 50% of the usual monthly charge retains the place; otherwise it will be reallocated. This does not automatically pause or reduce an active VIP commitment.

Behaviour and incidents

Three documented incidents within a rolling 12-month period may result in removal from services. Serious aggression or an immediate safety risk may require immediate removal without waiting for three incidents.

Refunds and termination

Cancellation, non-attendance or termination does not automatically entitle a client to a refund, credit or release from payment. Retained or charged sums must reflect services supplied and reasonable actual direct loss, accounting for costs saved, replacement bookings and payments received. Any excess prepayment is refunded. Statutory consumer rights remain unaffected.

The Client Hub provides the current 2026 terms and the 2027 terms effective from 1 January 2027. Read the applicable terms alongside your service 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.