MUCKY PUPZ CANINE SERVICES LTD

CLIENT TERMS OF SERVICE

Effective Date: 1 January 2027 | Version 1.7 | Governing Law: England & Wales

Company	Mucky Pupz Canine Services Ltd, Company No. 16984314
Registered Office	Brookwood, Church Road, Burstow, Horley, Surrey RH6 9RG United Kingdom
Contact	01342 621703 | enquiries@muckypupz.co.uk
VAT No.	GB 308 9939 56
Local Authority Licence	AB22 (combined daycare and home boarding)

1. DEFINITIONS

Company: Mucky Pupz Canine Services Ltd, Company No. 16984314.

Client: the individual registering a dog, booking Services or making payment.

Dog: any dog registered by the Client for Services.

Services: daycare, boarding, grooming, assessments and any ancillary canine services provided by the Company.

Authorised Staff: employees trained and designated by the Company to make operational, behavioural, welfare and safety decisions.

Assessment: the behavioural and suitability evaluation required prior to daycare entry.

Incident: any behavioural, welfare, health or safety event recorded by Authorised Staff.

VIP Membership: a 12-month membership package offered by the Company under a separate Membership Agreement.

Holding Fee: the fee payable, where applicable, to retain a regular daycare place during an extended absence.

Qualifying VIP Day: one of the Dog's established regular allocated VIP daycare days, as recorded in the applicable Membership Agreement.

2. ACCEPTANCE OF TERMS & CONSUMER CANCELLATION RIGHTS

2.1 These Terms form part of the contract between the Company and the Client for Services.

2.2 The Client accepts these Terms by signing an applicable agreement, registering a Dog, booking a Service, or making payment after the Terms have been made available to the Client.

2.3 The Company may update these Terms from time to time. Material changes will be notified to Clients with reasonable notice. Updated Terms will apply from their stated effective date to future bookings and renewals, subject to any fixed-price or fixed-term rights in an active VIP Membership Agreement.

2.4 Where a statutory cooling-off right applies to a distance or off-premises service contract, the Client may cancel without giving a reason within 14 days after the day the contract is concluded, or any longer period required by law. The Company will supply its Consumer Cancellation Notice and Request to Begin Services, including the model cancellation form, before the Client is bound. Services will begin during that period only at the Client's express request. If the Client then cancels, only the lawful proportionate charge for Services actually supplied is payable, based on the agreed contract price (or market value if that price is excessive). Refunds and cancellation procedures are set out in the Notice. These statutory cancellation rules take priority over ordinary notice, deposit, remaining-instalment and early-termination provisions, including discount recalculation.

2.5 Nothing in these Terms restricts any statutory consumer right that cannot lawfully be excluded.

3. STATUS, LICENSING & PROFESSIONAL DISCRETION

3.1 The Company operates under a combined Local Authority Licence AB22 for daycare and home boarding and complies with the Animal Welfare Act 2006, the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, applicable local authority licensing conditions, and internal welfare, safety and operational protocols.

3.2 The Company retains professional discretion to make reasonable decisions necessary to protect canine welfare, staff and client safety, group stability, regulatory compliance and environmental safety.

3.3 Reasonable instructions issued by Authorised Staff for welfare, safety or operational reasons must be followed immediately.

3.4 Welfare and safety considerations take priority over commercial considerations.

3.5 Where reasonably necessary, the Company may isolate a Dog, remove a Dog from group areas, modify or temporarily suspend Services, require reassessment, or withdraw a particular Service.

3.6 Policies are applied consistently but may be adapted proportionately to individual circumstances, welfare needs and risk.

4. REGISTRATION, ASSESSMENT & SUITABILITY

4.1 All Dogs must complete registration, a facility visit and the Company's formal Assessment process before admission to daycare.

4.2 Assessment may include dog-dog interaction, dog-human handling, body language, reactivity, resource guarding, stress indicators and group-play compatibility.

4.3 The Company may require a trial period, phased introduction, modified attendance or reassessment.

4.4 Suitability may change over time. Services may be modified or withdrawn where continued attendance is not reasonably considered to be in the best interests of the Dog, other dogs, staff or safety.

4.5 No behavioural outcome is guaranteed.

5. CLIENT DISCLOSURE OBLIGATIONS

5.1 The Client must disclose all information reasonably relevant to safe care, including bite or attempted-bite history; aggression, reactivity or guarding; medical conditions and medication; material changes in behaviour or health; and previous exclusions from other care facilities.

5.2 The Client confirms that information supplied during registration and throughout the provision of Services is complete and accurate to the best of their knowledge.

5.3 The Client may be responsible for reasonably foreseeable loss, damage or costs caused by material information that the Client knowingly or negligently failed to disclose, subject to applicable law.

5.4 Clients should maintain appropriate third-party liability insurance for their Dog where available.

6. HEALTH, VACCINATION & INFECTION CONTROL

6.1 Dogs must be fully vaccinated, including against kennel cough, up to date with flea and worming treatment, and free from contagious disease before attending. Current veterinary vaccination records must be supplied and kept up to date, subject to clause 6.2 and applicable licensing requirements.

6.2 Kennel cough exemption: a veterinary surgeon may provide written confirmation that kennel cough vaccination is contraindicated for medical or household-health reasons, including pregnancy or an immunocompromised household member. Any exemption must be compatible with licensing

requirements. An exempt Dog may be excluded during outbreaks, restricted from group areas or temporarily suspended when infection risk is elevated.

6.3 Booster grace period: up to three (3) months may be permitted for a booster vaccination if the Client supplies evidence of a booked veterinary appointment. This is subject to applicable licensing requirements and veterinary advice confirming that attendance remains appropriate; it does not authorise attendance without the current protection required by the licence. Primary vaccination courses must be completed at least two weeks before daycare entry.

6.4 Dogs must be symptom-free for at least 48 hours following vomiting or diarrhoea, or longer where the Company's infection-control protocol, veterinary advice or licensing requirements require.

6.5 A Dog developing symptoms onsite must be collected within one hour of the Client being notified. The Company may isolate the Dog while awaiting collection. The Client must remain contactable and arrange collection by an Authorised Agent if necessary.

6.6 Parasite infestation may result in isolation, temporary exclusion and reasonable additional treatment or premises costs where directly attributable to the Dog.

6.7 The Company may extend exclusion periods where reasonably required by infection-control risk, veterinary advice or licensing requirements.

7. NEUTERING REQUIREMENTS

7.1 All Dogs must be neutered by twelve (12) months of age unless a veterinary surgeon provides written confirmation that neutering should be delayed for medical reasons.

7.2 The Client must provide veterinary evidence of neutering or written delayed-neutering advice upon request. The Company may restrict group-play access, require modified attendance or temporarily suspend Services where reasonably necessary for welfare or safety.

7.3 The Company does not accept chemical castration as a method of contraception or as a substitute for its neutering requirement.

7.4 The Company may withdraw Services where a Dog remains unneutered beyond twelve (12) months without an approved written veterinary exemption, or presents a welfare, behavioural, safety or licensing concern.

8. FEMALES IN SEASON

8.1 Females in season are excluded from all Services, including daycare, boarding, grooming, assessments and ancillary services.

8.2 If a Dog comes into season while attending any Service, the Client must arrange immediate collection.

8.3 The Company may refuse entry, isolate the Dog or suspend Services where a Dog is suspected to be in season or displaying hormonally associated behaviour that presents a welfare or safety concern.

8.4 A season does not automatically pause fees or create a right to a refund, credit or replacement session. Allocated, booked and membership charges remain payable under the applicable agreement, subject to the reasonable-loss and consumer-rights protections in clauses 11.4 and 28.5.

9. DAYCARE MODEL & ASSUMPTION OF RISK

9.1 Regular daycare operates on allocated attendance days. The minimum attendance requirement is one full daycare session per calendar week, with a minimum charge of four sessions per calendar month for Standard Daycare.

9.2 Allocated days remain chargeable whether attended or not, subject to permitted rearrangements, the applicable Standard Daycare or VIP Membership rules, and clauses 11.4 and 28.5.

9.3 The Client acknowledges that group play and natural outdoor environments carry inherent risks that cannot be eliminated entirely, including minor injury, uneven terrain, weather and wildlife exposure.

9.4 Attendance remains subject to licensing capacity, staff-to-dog ratios, welfare assessment and operational safety.

9.5 Nothing in this section excludes or limits liability that cannot lawfully be excluded, including liability for death or personal injury caused by the Company's negligence.

10. DAYCARE CANCELLATIONS & BOOKING CHANGES

10.1 Daycare cancellations and booking changes require at least 48 hours' notice. This requirement applies to all Clients, including VIP Members.

10.2 Sessions cancelled with less than 48 hours' notice remain fully chargeable, including where the reason is illness, weather or transport difficulties, subject to the reasonable-loss and consumer-rights protections in clauses 11.4 and 28.5.

10.3 Bronze and Silver VIP rearrangements require at least 48 hours' notice and remain subject to availability, annual allocation limits and the applicable Membership Agreement. Giving notice does not guarantee a replacement session.

10.4 Gold VIP sessions are not rearrangeable because the Gold Membership covers all five standard daycare weekdays; the applicable Gold Membership Agreement governs missed or cancelled sessions.

11. NOTICE PERIODS, REGULAR ALLOCATIONS & TERMINATION

11.1 Ending or permanently reducing a regular daycare allocation requires one full calendar month's written notice. The notice period always starts on the 1st of the calendar month following receipt of notice and ends on that month's final day. There are no discretionary exceptions to this start date because forthcoming sessions, staffing and capacity must be planned in advance. For example, notice received on 15 October runs from 1 November to 30 November. This ordinary contractual notice rule does not exclude statutory rights under clause 2.5.

11.2 Regular daycare billing runs from the 1st to the final day of each calendar month. All allocated days remain payable throughout the notice period, whether attended or not, subject to clause 11.4.

11.3 VIP Memberships remain subject to their separate 12-month Membership Agreements and early-termination calculation. Giving notice does not by itself release a Client from the fixed-term commitment or replace the applicable early-termination calculation.

11.4 Cancellation, non-attendance or early termination does not automatically entitle the Client to a refund, credit, replacement session or release from payment. Any amount retained or charged must nevertheless be reasonable and reflect Services supplied and the Company's actual direct loss, including properly incurred costs and lost net profit. The Company will take reasonable steps to reduce its loss and account for costs saved, replacement bookings and sums already paid. Discounts already received may be recalculated only as provided by the applicable agreement, without double recovery or a penalty. Statutory consumer rights remain unaffected.

11.5 The Company may suspend or terminate Services where reasonably necessary for welfare, safety, non-payment, serious client misconduct, regulatory compliance or breakdown of the service relationship. Immediate termination may be necessary for serious safety or welfare risks. The financial consequences are governed by clauses 11.4 and 28.5.

12. BEHAVIOURAL MANAGEMENT & INCIDENT RECORDING

12.1 The Company maintains behavioural, welfare and incident records where reasonably necessary.

12.2 Where concerns arise, the Company may issue a behavioural record, require reassessment, modify attendance, introduce a management plan or suspend Services.

12.3 Three documented Incidents within a rolling twelve (12) month period may result in removal from Services. Bites or attempted bites, severe aggression, attacks on other dogs, or other behaviour presenting a significant immediate risk may result in immediate removal or suspension without waiting for three Incidents.

12.4 Reassessment following a serious Incident may incur a reasonable charge where notified in advance.

12.5 Clients must remain contactable and arrange prompt collection when reasonably requested.

13. REFUSAL OF ENTRY

Entry may be refused where there are health, behavioural, equipment, account, welfare, licensing or safety concerns. Where practical, the Company will explain the reason for refusal and any steps required before return.

14. EQUIPMENT POLICY

14.1 The Company does not permit prong or pinch collars, electric/shock collars, choke chains, aversive devices, or equipment reasonably considered likely to cause harm or unsafe entanglement.

14.2 Unsafe equipment may be removed or replaced while the Dog is in the Company's care.

14.3 Repeated breach may result in refusal of entry or withdrawal of Services.

15. AUTHORISED AGENTS AND PASSWORD SYSTEM

15.1 Dogs will only be released to the registered Client or a pre-notified Authorised Agent who provides the account password, subject to any overriding legal requirement.

15.2 The Company may refuse release where identity or authority cannot reasonably be verified, except where legally required otherwise.

16. HOLDING FEE

16.1 For an absence exceeding one calendar month, retaining a regular daycare place requires a Holding Fee equal to 50% of the usual monthly charge for the period during which the place is reserved.

16.2 If the required Holding Fee is not paid, the daycare place will be reallocated. The Client must agree the absence dates in advance so that the Company can confirm the holding period and payment due dates.

16.3 The Holding Fee does not automatically pause, replace or reduce payments due under an active VIP Membership Agreement and does not override statutory consumer rights.

17. BOARDING

17.1 Boarding is subject to licensed capacity, suitability and availability.

17.2 A fixed deposit of 25% of the total boarding booking price is required to secure licensed boarding capacity. The deposit is non-refundable if the Client cancels, subject to clause 17.3 and statutory consumer rights.

17.3 Cancellation within the 14 days before the boarding start date, including a failure to attend, leaves the full boarding booking price payable. The deposit is credited towards that total and is not an additional charge. For earlier cancellation, the 25% deposit is retained, subject to the following restriction. Any sum retained or charged must be reasonable and reflect the Company's actual direct loss. The Company will take reasonable steps to re-sell the reserved capacity and deduct costs saved, replacement revenue attributable to the cancelled booking and sums already paid; any resulting overpayment will be refunded. These rules do not restrict statutory consumer rights.

17.4 The remaining boarding balance is due 14 days before the boarding start date. Bookings made within that period are payable in full at booking.

17.5 Late collection may incur the applicable emergency boarding rate for additional care. Failure to collect may result in appropriate welfare action under the Animal Welfare Act 2006. Any additional charges must be reasonable and properly incurred.

17.6 VIP preferential boarding rates apply only as set out in the applicable Membership Agreement.

18. HOME-BOARDING ENVIRONMENT

18.1 Dogs boarded within the Company's licensed home-boarding environment may experience normal household activity, including the presence of children under five (5) years of age. By booking boarding, the Client confirms that their Dog is safe, reliable and suitable for that household environment.

18.2 The Client must disclose any known concern relevant to a home environment, including reactivity to children, noise sensitivity, resource guarding, separation-related distress or anxiety in domestic settings.

18.3 The Company may refuse, modify or withdraw boarding where a Dog is not reasonably suitable for the home-boarding environment.

19. VIP MEMBERSHIPS

19.1 Standard membership attendance is limited to:

- Bronze: no more than 150 daycare sessions per 12-month term, based on an average of 3 allocated days per week; 6 routine grooms.
- Silver: no more than 200 daycare sessions per 12-month term, based on an average of 4 allocated days per week; 8 routine grooms.
- Gold: no more than 250 daycare sessions per 12-month term, based on an average of 5 allocated days per week; 12 routine grooms.

19.2 Both limits apply: no more than 3 / 4 / 5 daycare days in any week and no more than 150 / 200 / 250 sessions per term respectively. Attendance is on the fixed weekdays in the Membership Agreement. Annual figures reflect the operating calendar, including bank holidays and closures; they are not flexible credits. Extra attendance above the weekly or term limit is separately chargeable, even if earlier visits were missed.

19.3 Sessions have no cash value and do not create credits. Missed sessions do not accumulate, roll over or automatically create replacement visits. Sessions are not transferable between days, weeks, terms or dogs unless explicitly agreed by the Company before attendance. An agreed temporary change does not alter allocated days or transfer their linked benefits.

19.4 Read the relevant Bronze, Silver or Gold Membership Welcome Pack with these Terms and the signed Membership Agreement: Welcome information; Making the most of membership; and Booking Breakfast & After School Club. The guide explains the agreed service and booking process; it does not vary signed terms. Expressly agreed individual arrangements and statutory consumer rights remain protected. Grooms must be used within the term, with no cash value or rollover.

19.5 Operating-calendar changes, permitted rearrangements, missed-session rules, clubs, preferential boarding and other benefits follow the Membership Agreement, applicable consumer law and fair treatment of Clients.

19.6 Except where the statutory cancellation rules in clause 2.4 apply, early termination removes membership discounts and triggers the recalculation specified in the applicable Membership Agreement, including standard-rate recalculation where that agreement provides. There is no automatic right to a refund or release from remaining payments. Any amount payable must comply with clause 11.4, reflect Services received and reasonable direct loss, and avoid double recovery or a penalty.

19. VIP MEMBERSHIPS (continued)

19.7 The monthly membership price is fixed for the active 12-month term where the Membership Agreement provides a price guarantee. Revised membership pricing applies only on a new membership term.

19.8 New and renewed VIP memberships are paid by Direct Debit through GoCardless, subject to agreed manual payments, written alternatives and reasonable adjustments required by law. Read the full Direct Debit condition in clause 19.8 continued on page 12

20. GROOMING SERVICES

20.1 Grooming is provided subject to the Dog's health, behaviour, coat condition and safe handling. The salon admits one client at a time: only that client's Dog or Dogs from the same household will be in the salon during the appointment.

20.2 Humanity over vanity: tight or widespread matting may require a welfare clip rather than prolonged brushing. Removal may reveal hidden skin problems and carries a risk of irritation or minor nicks despite reasonable care. The Company will explain the proposed approach and record informed consent. Work may stop or veterinary advice may be recommended if continuing is unsafe or distressing. Nothing excludes the Company's duty to use reasonable care and skill or statutory consumer rights.

20.3 Additional coat work is charged at £1 per minute (£15 per 15 minutes), including VAT, for actual extra time beyond the quoted routine groom. Loose everyday tangles within ordinary brushing are included. The Company will agree the work, estimate and maximum additional charge beforehand, and seek further agreement before non-emergency work changes the plan or exceeds that cap. If the Client cannot be reached, work will stop safely unless urgent welfare action is reasonably necessary. No duplicate blade or shave-down fee applies.

20.4 Grooming payment plans are full price, not memberships: 12 monthly payments give no discount or benefits. The minimum term is 12 months, with one month's cancellation notice. Existing agreed discounts are preserved; clause 11.4 governs early termination. VIP grooming follows its Membership Agreement.

20.5 Grooming appointments cancelled with less than 24 hours' notice remain chargeable or count as an appointment used under the applicable plan or Membership Agreement. A used allocation and an additional charge must not recover the same loss twice. Charges remain subject to clause 11.4 and statutory consumer rights.

20.6 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, for extra cleaning and appropriate environmental pest treatment. The groom may stop or be postponed, prompt collection may be required, and appropriate parasite treatment may be required before return. Later appointments may need to be rearranged while the salon is treated. The charge is separate from grooming actually supplied and is not an automatic charge for the rest of the day's cancellations. Any additional recovery must be lawful, reasonable and evidenced, without double recovery, subject to clause 11.4 and consumer rights.

20.7 Additional coat-work and parasite charges apply to Grooming Plans and VIP appointments, subject to existing contractual discount entitlements. An included routine groom uses one allocation and its standard full price is not charged again when extras apply. Specialist work is individually quoted. Existing agreed quotes and active contracted prices are honoured; the published grooming schedule effective 4 October 2026 applies to new quotes and newly agreed schedules.

20.8 Bath and brush-out visits for doodles, Bichons and other fluffy, long or curly coats may be booked halfway between full grooms. They include bathing, drying, brushing and combing, but no haircut, substantial mat removal or heavy undercoat removal. They are additional appointments unless expressly included in the agreed schedule.

21. VETERINARY CONSENT & EMERGENCIES

21.1 The Client authorises the Company to provide reasonable first aid, arrange emergency transport and seek veterinary treatment where reasonably necessary to protect the Dog's welfare and the Client cannot be reached in time.

21.2 The Company will make reasonable efforts to contact the Client or emergency contact before non-urgent treatment.

21.3 Veterinary and transport costs remain the Client's responsibility except to the extent the Company is legally responsible for the underlying loss or has expressly agreed otherwise.

21.4 The Company may advance the Client's insurance excess or up to £200 towards emergency veterinary costs. Any amount reasonably and properly advanced becomes immediately repayable by the Client, except to the extent the Company is legally responsible for the underlying loss. This payment arrangement does not limit emergency treatment recommended by the veterinary surgeon.

22. PAYMENT TERMS & ENFORCEMENT

22.1 Fees are payable in advance unless otherwise agreed in writing.

22.2 Where a payment becomes overdue, the Company may issue reminders, suspend future bookings or require cleared payment before further Services. Accounts outstanding beyond 60 days may result in suspension or termination after reasonable notice. Immediate suspension of future bookings may be used where reasonably necessary to prevent further unpaid Services. Arrangements for any Dog already in care must continue to protect its welfare.

22.3 All amounts properly due under these Terms remain payable after Services have ended. The Company will pursue unpaid amounts through the County Court, using the small claims procedure where applicable, if payment or an agreed resolution is not achieved after the required pre-action process. Before issuing proceedings, the Company will follow the applicable Pre-Action Protocol for Debt Claims, including providing a Letter of Claim, the required information and forms, and the applicable response period. Any genuine dispute or reasonable repayment proposal will be considered.

22.4 The Company may ask the court to award interest, court fees and any other costs recoverable under the applicable law and court rules. These amounts are not automatically payable simply because an account is overdue. Commercial late-payment interest and fixed compensation will not be applied to consumer accounts. Nothing in this clause limits the Client's statutory consumer rights or right to dispute an amount claimed.

22.5 A Client should contact the Company promptly if an invoice is disputed. The Company may pursue undisputed sums while a genuine dispute is reviewed.

22.6 A chargeback or payment reversal does not extinguish a valid underlying debt. The parties retain their respective rights to dispute or recover sums through the appropriate process.

23. LATE COLLECTION & EXTENDED CARE

23.1 Dogs collected after their booked or included collection time may incur the Company's prevailing late or extended-care charge.

23.2 Breakfast Club and After School Club bookings not covered by a VIP qualifying-day benefit are chargeable at the prevailing rate.

23. LATE COLLECTION & EXTENDED CARE (continued)

23.3 For 2027 VIP Memberships, Breakfast Club (7:00am-8:00am) is included on Qualifying 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 VIP Days when booked in advance, subject to availability. The 8:30pm-10:30pm late extension is additional, as set out in the Membership Agreement.

23.4 Breakfast Club bookings not attended without prior cancellation remain chargeable. No-shows for other separately booked extended care remain chargeable where staffing or capacity has been reserved, subject to clause 11.4.

24. PROPERTY, EQUIPMENT & BELONGINGS

24.1 Clients should avoid leaving valuable items onsite. The Company will take reasonable care of property left with a Dog but is not responsible for loss or damage unless caused by the Company's failure to exercise reasonable care.

24.2 Mucky Pupz identification collars or other safety equipment may be used while Dogs are onsite.

24.3 Vehicles and personal property left in vehicles remain at the Client's risk, subject to liability that cannot lawfully be excluded.

25. ENVIRONMENTAL RISK

25.1 Dogs may be exposed to natural terrain, weather and wildlife.

25.2 The Company takes reasonable precautions but cannot eliminate all environmental risk.

26. HEALTH & SAFETY ON SITE

26.1 Clients and visitors must follow reasonable site-safety instructions and remain within designated client areas unless invited elsewhere by Authorised Staff.

26.2 Children under eighteen (18) must not enter operational dog-handling areas. They may remain in vehicles under appropriate supervision or in designated private residential areas where applicable. Children onsite must be supervised at all times and must not touch or interact with Dogs without express permission from Authorised Staff.

26.3 The premises include a licensed home-boarding environment where resident children may be present in private residential areas. Access to those areas is restricted.

27. CLIENT CONDUCT

27.1 Clients must communicate with staff in a respectful and professional manner.

27.2 The Company operates a zero-tolerance policy towards threatening, abusive, harassing or intimidating conduct, aggression, maliciously false or defamatory statements, and attempts to pressure staff to override welfare or safety decisions. Conduct compromising staff safety or welfare may result in immediate suspension or termination of Services and restrictions on communication.

27.3 Nothing in these Terms prevents a Client from making a genuine complaint, leaving an honest review, seeking advice, exercising consumer rights or making a lawful report to a regulator or other authority.

28. COMPLAINTS, PROFESSIONAL BOUNDARIES & BREAKDOWN OF RELATIONSHIP

28.1 The Company retains professional discretion over behavioural assessment, group management, grooming decisions, operational capacity, welfare interventions and licensing compliance, subject to its contractual and legal obligations.

28.2 Operational welfare and safety decisions are not negotiated in active dog-handling areas. A Client who disagrees must use the Company's complaint or management channel. Staff must be allowed to continue caring for Dogs without intimidation or disruption.

28.3 Where communication is repeated, excessive, hostile or disruptive, the Company may require written communication, a single designated representative or structured contact arrangements, and may decline repeated or circular exchanges after addressing the substantive issue. Genuine complaints and requests to exercise legal rights will still be considered.

28.4 The Company is not obliged to continue Services where serious or repeated conduct causes a breakdown of trust, safety or workable communication. Services may be terminated immediately where reasonably necessary to protect staff wellbeing, prevent serious disruption or manage a safety or welfare risk. Future bookings may be cancelled. Termination must be fair and consistent with applicable consumer law.

28.5 Termination does not automatically entitle the Client to a refund, credit or release from amounts properly due. Charges for Services already supplied remain payable. Prepayments may be retained, and further sums charged, only to the extent justified by the applicable agreement and the Company's reasonable actual direct loss under clause 11.4, taking account of the reason for termination, costs saved, replacement bookings and payments received. Any excess prepayment will be refunded and a calculation provided. Properly due outstanding balances remain payable; termination is not a penalty and does not remove statutory consumer rights.

28.6 Nothing in this section restricts lawful consumer rights, truthful statements, genuine complaints, protected disclosures or reports to regulators, law enforcement or professional advisers.

29. RECORD-KEEPING & REGULATORY COOPERATION

29.1 Attendance, welfare, behavioural and incident records, and CCTV where operated, may be maintained for service delivery, safety, licensing, legal and regulatory purposes.

29.2 Records may be relied upon in complaint handling, insurance matters, dispute resolution and legal proceedings.

29.3 Records may be shared with veterinary professionals, insurers, regulators, legal advisers or authorities where there is a lawful basis to do so.

30. LIMITATION OF LIABILITY

30.1 The Company is not responsible for losses that were not reasonably foreseeable when the contract was made, or for business losses suffered by a Client acting wholly as a consumer.

30.2 Nothing in these Terms excludes or restricts liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of statutory consumer rights, or any other liability that cannot lawfully be excluded or limited.

30.3 Nothing in these Terms reduces the Company's obligation to perform Services with reasonable care and skill.

31. WAIVER & SEVERABILITY

31.1 A failure or delay in enforcing a provision does not by itself waive that provision.

31.2 If a provision is found unlawful or unenforceable, it will be treated as modified or severed to the minimum extent necessary and the remainder of the Terms will continue in effect where legally possible.

32. DATA PROTECTION & PRIVACY

32.1 The Company processes personal data in accordance with applicable UK data-protection law, including the UK GDPR and Data Protection Act 2018.

32.2 Personal data may be processed for service provision, licensing and regulatory compliance, payment administration, welfare documentation, safety, insurance and legal obligations.

32.3 Personal data may be shared where necessary and lawful with veterinary professionals, insurers, regulators, payment providers, legal representatives, debt-recovery providers or public authorities.

32.4 The Company applies reasonable technical and organisational safeguards and retains information in accordance with its privacy and record-retention practices.

32.5 Clients may exercise applicable data-protection rights, subject to lawful exemptions and retention obligations.

33. PHOTOGRAPHY, VIDEO & SOCIAL MEDIA

33.1 The Company may photograph or record Dogs where reasonably necessary for welfare documentation, behavioural monitoring, incident records, licensing, training or safety.

33.2 The Company may use photographs or recordings of Dogs for marketing, promotion and social media, subject to an appropriate lawful basis. Client personal data will not be included without separate authorisation or another lawful basis. The Client may opt out of optional marketing use of their Dog's images by written notice and may withdraw consent where consent is relied upon.

33.3 A marketing opt-out does not prevent the Company from creating or retaining images or recordings that are reasonably required for welfare, safety, insurance, legal or regulatory purposes.

34. EVENTS OUTSIDE REASONABLE CONTROL

34.1 The Company is not responsible for delay or failure to provide Services caused by events genuinely outside its reasonable control, such as serious staff incapacity, utility failure, cyber incidents, government restrictions, severe weather, natural disaster, industrial action or disease outbreak.

34.2 The Company will take reasonable steps to minimise disruption and will communicate material changes where practicable.

34.3 An event outside reasonable control does not automatically create a right to a refund of Services already supplied or sums properly due. Where a Service cannot be supplied, refunds, credits or rescheduling will be assessed fairly under the contract and applicable consumer law. The Company may retain only sums it is lawfully entitled to retain and will account for costs saved and losses avoided. This clause does not permit a blanket retention of payment for Services not provided.

35. PRICE REVIEWS

35.1 Standard service prices may be reviewed periodically, taking account of factors including inflation, staffing costs and the cost of providing Services.

35.2 Current prices will be made available to Clients before booking or purchase.

35. PRICE REVIEWS (continued)

35.3 Where a VIP Membership Agreement guarantees a fixed monthly price for a 12-month term, that guaranteed membership price will not increase during the active term. Any revised membership price applies only to a new membership term.

36. GOVERNING LAW & JURISDICTION

36.1 These Terms are governed by the laws of England and Wales.

36.2 The courts of England and Wales will have jurisdiction, subject to any mandatory consumer right to bring proceedings in another competent UK court.

37. RELATED TERMS AND AGREEMENTS

These Terms are intended to be read together with any service-specific booking terms, grooming plan or VIP Membership Agreement that applies to the Client.

19.8 VIP Direct Debit condition

Applies to new or renewed VIP membership terms from 1 January 2027. Existing signed terms remain protected. This clause does not change statutory cancellation or refund rights.

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.

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