Client Terms of Service

VERSION 1.11 | Issued 14 November 2026

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

Brookwood, Church Road, Burstow, Horley, Surrey RH6 9RG | 01342 621703

Local Authority Licence AB22 (combined daycare and home boarding). Governing law: England and Wales.

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.

Standard Daycare: an ongoing weekly daycare arrangement on fixed reserved weekdays under a Standard Daycare Agreement; it is not ad hoc or pay-as-you-go daycare.

Standard Daycare Agreement: the written agreement identifying the Client, Dog, reserved weekdays, start date, session price and payment arrangements, accepted by the Client and confirmed by the Company.

Reserved Days: the fixed weekdays agreed for the Dog's ongoing attendance, until changed by agreement or reduced or ended under the applicable notice provisions.

Week: Monday to Sunday, using UK local time. A minimum weekly commitment does not create a charge for dates outside the agreed start and end dates or dates when Standard Daycare is closed.

Written Notice: a clear written communication identifying the Client, Dog and requested change, sent to accounts@muckypupz.co.uk or through a cancellation or

notice facility expressly provided in the Client portal. An ordinary session-cancellation request is not itself notice to end the ongoing agreement unless it clearly communicates that intention.

2. ACCEPTANCE OF TERMS & CONSUMER CANCELLATION RIGHTS

2.1 These Terms form part of the contract between the Company and the Client for Services. The applicable Terms and any service-specific agreement will be provided before the Client is bound, in a form the Client can retain.

2.2 Standard Daycare requires express acceptance of the written Standard Daycare Agreement and the identified version of these Terms before the arrangement begins. Acceptance may be recorded by electronic signature, an unticked acceptance checkbox selected by the Client, or a clear written acceptance. The Company will confirm the accepted allocation and supply a copy of the agreement and Terms. Registration alone does not create a reserved weekly allocation. VIP Membership Agreements, care authorisations and payment mandates retain their own acceptance processes.

2.3 For other Services, acceptance may be recorded by signing or expressly accepting the applicable agreement, or by placing a booking after the applicable Terms have been clearly brought to the Client's attention. Payment or attendance under an existing agreement does not by itself establish express acceptance of a material change to that 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.

2.6 This version applies to new agreements and renewals expressly accepted from 14 November 2026. For existing arrangements, the Company immediately offers the shorter-notice concession in clause 11.7 and the lower settlement cap in clause 19.6. Those concessions do not introduce new payment obligations or replace the other terms already agreed. Existing prices, benefits, allocations, individual arrangements and statutory rights remain protected. Other material changes require lawful introduction or express agreement and do not apply retrospectively.

2.7 The Company will identify and date each version of these Terms and retain the version applicable to each accepted agreement. Material proposed changes will

be notified directly in writing, explaining the change, reason, proposed effective date and any right to decline or end the arrangement without penalty before the change. Express agreement will be obtained where required. Publication of updated Terms or silence alone does not establish acceptance of a material new commitment. No general power to change an existing contract at will is created by this clause.

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 Daycare is a regular weekly arrangement. Standard Daycare is not offered on an ad hoc or pay-as-you-go basis. Each Dog must have at least one paid, reserved full-day session every Week while the arrangement is active, subject to clause 9.8.

9.2 The Standard Daycare Agreement records the Dog's Reserved Days, start date, session price and payment arrangements. Those weekdays continue each Week until changed by agreement or reduced or ended under clause 11. All agreed Reserved Days are chargeable whether attended or not, subject to clauses 9.8, 10, 11.4 and 28.5. The one-day weekly minimum does not permit unilateral reduction of a larger allocation.

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.

9.6 Standard Daycare is billed monthly in advance for the actual Reserved Dates in the calendar month. If a Reserved weekday occurs four times, four sessions are billed; if it occurs five times, five sessions are billed. There is no separate four-session monthly minimum or four-session monthly allowance. Extras are charged separately as agreed.

9.7 For a part month, including a start or end during the month, charges cover only the actual Reserved Dates within the active arrangement. Ending on expiry of valid notice does not create a further calendar month's commitment. The final account will credit payments for dates beyond the end date and show any adjustment due under clause 11.4.

9.8 For Standard Daycare, no session fee is charged for a Reserved Date on which the Company is closed or cannot provide the agreed care. Any prepayment for that date will be refunded or credited in accordance with applicable consumer rights. No substitute minimum charge is added for a closed date. The Company will communicate its operating calendar and material changes. Agreed extended absences follow clause 16. VIP operating calendars, allocations and payments follow the applicable Membership Agreement and statutory rights.

10. DAYCARE ABSENCES, CANCELLATIONS & CHANGES OF DAY

10.1 For Standard Daycare, cancelling an individual visit means notifying the Company that the Dog will be absent. It does not end the ongoing reservation, permanently reduce Reserved Days or automatically create a refund or credit. All Reserved Days remain payable, subject to clauses 9.8, 11.4 and 28.5 and statutory consumer rights.

10.2 With at least 48 hours' notice before the original session's scheduled start, a Standard Daycare Client may request a replacement day within the same Week. The replacement must fall within the active agreement and notice period where applicable. Changes require the Company's confirmation and are subject to availability, suitability and licensed capacity. If no suitable replacement day is available or agreed, the original Reserved Day remains chargeable, subject to clause 11.4. A confirmed replacement substitutes for the original session and is not charged twice. If the agreed session prices differ, any adjustment must be disclosed and agreed beforehand.

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.

10.5 Standard Daycare visits missed or cancelled with less than 48 hours' notice remain chargeable and carry no contractual entitlement to a replacement day, including where the reason is illness, weather or transport difficulties, subject to clauses 11.4 and 28.5 and statutory rights. Clients should still notify the Company promptly of any absence. Standard Daycare replacements do not accumulate, roll into later Weeks or transfer to another Dog.

10.6 The 48-hour rule concerns temporary changes of day under the applicable agreement. It does not by itself cancel payment obligations or replace the four-week daycare notice required by clause 11. It applies in the same way during the notice period.

10.7 Additional sessions outside the regular allocation are separately requested and confirmed. Their price and cancellation conditions must be disclosed and agreed before booking. Booking an additional session does not permanently increase Reserved Days unless a revised allocation is expressly agreed. Any cancellation charge remains subject to clause 11.4 and statutory rights.

11. NOTICE PERIODS, REGULAR ALLOCATIONS & TERMINATION

11.1 Ending daycare or permanently reducing an ongoing allocation requires four weeks' Written Notice across Standard Daycare and Bronze, Silver and Gold VIP levels, subject to clause 11.7 for existing agreements. Notice starts on the calendar day after receipt and lasts 28 calendar days, ending at the end of day 28. Notice received on 14 November 2026 therefore runs from 15 November to 12 December inclusive; the termination or reduction takes effect on 13 December. Standard Daycare reductions must leave at least one reserved full day per Week. A VIP reduction or early termination remains subject to the applicable fixed-term settlement provisions. Notice may be given in advance to end at the natural term expiry without starting a new term.

11.2 The existing agreed allocation remains reserved during notice and payments continue under the applicable agreement whether the Dog attends or not, subject to clauses 9.8, 11.4 and 28.5 and statutory rights. Standard Daycare is charged for actual Reserved Dates within the active notice period. VIP fees remain the agreed instalments and are reconciled under clause 19.6; no separate session charge is added to the same included service. Cancelling individual visits does not reduce the agreed allocation or replace termination notice. Permitted rearrangements continue under the applicable agreement. Monthly billing does not extend the notice period, and payments for dates beyond the applicable end date are allowed for in the final account.

11.3 The four-week notice period applies to Standard Daycare and Bronze, Silver and Gold VIP levels. It does not convert a VIP Membership into a four-week rolling contract or remove an agreed fixed term. Ordinary early termination of a

VIP Membership is assessed under the applicable agreement, subject to the lower settlement cap in clause 19.6. Grooming-plan notice remains governed by clause 20.4 and the applicable plan; boarding and individual appointment cancellation periods are unchanged. Statutory cancellation rights take priority.

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; Company withdrawal of Services does not automatically make every future reserved charge payable.

11.6 The Company will acknowledge Written Notice and confirm the receipt date, notice-period end, remaining Reserved Dates and estimated final balance. Acknowledgement or portal approval is an administrative step: a delay does not postpone the effective receipt date. A clear written request to end or reduce the ongoing arrangement will be treated according to its substance, even if submitted using a session-cancellation facility. A request stating only that a Dog will miss a particular visit does not end the ongoing allocation.

11.7 From 14 November 2026, the Company will accept four weeks' Written Notice in place of a longer calendar-month notice period in an existing daycare arrangement, including a VIP Membership. This is a Company concession and does not require the Client to sign a replacement agreement. Any shorter existing notice right is retained. Notice already given is not extended: where this concession permits an earlier end date, the Company will explain and offer that date. The remaining signed terms stay in place, subject to the lower settlement cap in clause 19.6. No new fixed term, additional payment obligation or retrospective charge is created.

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. ARRIVALS, HANDOVER & AUTHORISED COLLECTION

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.

15.3 Arrivals must take place at the designated handover point within the Dog's confirmed booking times or by prior agreement. The Company will maintain a working means of contacting the staff responsible for arrivals during those times, display clear arrival instructions and provide backup cover when the nominated staff member is unavailable. Staff may be caring for Dogs elsewhere onsite and need not be continuously visible at the entrance.

15.4 On arrival, the Client or Authorised Agent should use the displayed bell or arrival contact method. If there is no prompt response, they should telephone the displayed arrival number and allow a reasonable opportunity for staff to respond, where safe and reasonably practicable. If contact cannot be made and they need to leave, they should tell the Company as soon as reasonably practicable, giving the arrival time and contact attempts. They are not required to wait where doing so would be unsafe or unreasonable.

15.5 The Client or Authorised Agent must keep the Dog safely under their control until an Authorised Staff member expressly accepts the handover. Dogs must not be left unattended, tied to a gate, placed inside a care area without staff

acceptance, or handed to an unauthorised person. Nothing in this clause excludes the Company's duty to take reasonable care or any responsibility it otherwise has in law.

15.6 At handover, relevant changes in health, behaviour, medication, feeding or collection arrangements must be disclosed. The Company will record the actual check-in time and receiving staff member, and confirm any care instructions that need clarification before accepting the Dog. Collection remains subject to clauses 15.1 and 15.2, and the handover out will also be recorded.

15.7 A reported unsuccessful drop-off will be reviewed fairly using the information reasonably available from both parties, including booking details, contact attempts, staff records and relevant CCTV where available. No record is automatically conclusive, and absence of CCTV or a missed call does not by itself disprove attendance.

15.8 Where the agreed service and a suitable staff handover were available, the Company fulfilled its own handover obligations, and the Client failed to follow the clearly communicated arrival and handover procedure where safe and reasonably practicable, causing the handover not to take place, no contractual refund is applicable solely on the basis that services were "not provided". Any amount retained or charged must be due under the applicable agreement and justified under clauses 11.4 and 28.5. This does not exclude a refund, credit or other remedy where the Company failed to provide the agreed handover or care, the instructions or contact method were unavailable or defective, compliance was unsafe or unreasonable, or a remedy is required by law. The Company must establish the relevant facts; failure to follow an arrival step alone does not remove statutory consumer rights. This provision is not applied retrospectively to an earlier dispute.

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.

16.4 For Standard Daycare, any agreed Holding Fee arrangement must confirm the absence dates, reserved place, charge and return date in writing. During the agreed holding period, the Holding Fee replaces ordinary Standard Daycare session charges for the same reserved place; the same reservation is not charged twice. This exception does not arise merely because the Client cancels visits. Notice to end or reduce the ongoing allocation remains governed by clause 11.

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 For ordinary early termination of a VIP Membership, where the applicable agreement permits discount recalculation, the further settlement is capped at the lower of: (a) the unpaid balance of the agreed membership price needed to complete the current term, including any notice-period fees; or (b) the applicable, previously disclosed standard-rate value of Services actually received from the start of the current term through the notice-period end, together with any lawful charges for reserved notice-period sessions already payable under that agreement, less all related payments and credits. An attended notice-period session must not be counted twice. Both calculations must allow for costs saved, replacement income, amounts already paid and any other adjustment required by clause 11.4 or consumer law. The two routes are alternatives and cannot be added together. This cap cannot create a standard-rate charge or other obligation not permitted by the existing agreement, remove a more favourable individual arrangement, or use a later price increase retrospectively. If no early-termination payment is lawfully due, none is charged. Any excess payment will be refunded or credited as required by law. Statutory cooling-off cancellation under clause 2.4 and remedies for Company breach take priority and do not trigger this discount recalculation.

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 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.

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.

23.3 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.

35.3 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.

35.4 The effective date of these Terms does not bring forward any price increase announced for 1 January 2027. Existing prices continue until the relevant, separately notified service-date increase lawfully applies. A protected price in an active agreement remains protected for its agreed period.

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

37.1 These Terms must be read with the Client's accepted Standard Daycare Agreement, VIP Membership Agreement, grooming plan or service-specific booking terms, as applicable. A written individual arrangement applies only to the matters it expressly addresses and cannot remove statutory rights.

37.2 The Standard Daycare Agreement records the actual allocation and price; these Terms explain the general service rules. Existing VIP fixed-term rights and service-specific rules remain governed by the applicable Membership Agreement, subject to any shorter-notice concession or lower settlement cap offered by the Company under clauses 11.7 and 19.6. A genuine inconsistency must be resolved under applicable consumer law, not by a unilateral Company decision.

37.3 Published summaries, invoices, booking labels and portal descriptions must identify the service consistently. Standard Daycare is an ongoing reserved weekly service even where individual attendance dates are entered separately in the booking system. A system label does not by itself create or replace the express agreement required by clause 2.2, or retrospectively alter an accepted arrangement.