

A familiar routine. A happier dog.

Your guide to regular care, membership benefits and making the most of your plan.

Welcome to the Mucky Pupz family

We look forward to getting to know your dog: what they enjoy, how they settle and the little things that help them feel at home. Regular care gives us the chance to build that relationship with you, too.

Space to explore. Time to rest.

Our four-acre setting brings together supervised social time, enrichment, agility, soft play and comfortable places to settle. Activities and groups are shaped around suitability, age and individual needs.

Care that fits together

Daycare, home boarding for suitable regular daycare dogs, and thoughtful grooming help build a familiar routine. Your personal plan summary shows exactly which services and allocations you have chosen.

You stay involved

Your online account, care journals and photographs help you keep up with your dog's day. Tell us about changes in health, behaviour or home routine so we can plan their care together.

Which prices does this guide use?

The VIP tables describe **new or renewed 2027 terms from 1 January 2027**. All prices include VAT. Protected existing prices and allocations remain governed by your signed agreement; these tables do not change them. Grooming examples use prices effective from 4 October 2026.

Questions? 01342 621703 • enquiries@muckypupz.co.uk
muckypupz.co.uk

What is included?

A 12-month membership with 12 monthly payments. Allocations are per registered dog and per membership term.

2027 plan	Bronze	Silver	Gold
Monthly membership	£575	£725	£875
Annual membership total	£6,900	£8,700	£10,500
Regular days each week	3	4	5
Daycare sessions per term	150	200	250
Routine grooms per term	6	8	12
Eligible member discount	5%	10%	15%

Benefits shared by all three tiers

A birthday treat bag; a fixed monthly membership price for the active term; qualifying VIP boarding rates; and included Breakfast Club and After School Club on qualifying days when booked and confirmed. Each benefit has booking and eligibility conditions, explained on page 4.

Your allocation, clearly defined

Annual allocations allow for normal bank holidays and scheduled closures; they are not 52 weeks of additional entitlement. Sessions and grooms must be used within the same term. They do not roll over, transfer or convert to cash or credit, subject to statutory rights.

Your signed schedule comes first

Check your fixed days, start and end dates, dog details and any agreed variations in your personal summary and signed agreement. Extras outside the agreed allocation are charged separately. Availability, safe handling and suitability continue to apply.

The same daycare, compared fairly

Comparison with standard 2027 daycare at £48 per day, using the full annual allocation. VAT is included throughout.

Annual comparison	Bronze	Silver	Gold
Daycare bought ad hoc	150 × £48 £7,200	200 × £48 £9,600	250 × £48 £12,000
Membership total	£6,900	£8,700	£10,500
Daycare-only difference	£300	£900	£1,500
Difference averaged monthly	£25	£75	£125
Membership cost per allocated day*	£46.00	£43.50	£42.00

*The full membership fee divided by its daycare allocation. This is a comparison measure, not a separate daycare charge or a refundable daily rate.

And that is before the grooms

The membership fee also includes 6, 8 or 12 routine grooms. Their personal value depends on the equivalent routine service and price for your dog's coat and size. We can add that agreed price to your personal comparison without guessing a universal groom value.

A fair measure of value

These differences assume you use every allocated daycare session over the full 12-month term. They are not guaranteed cash savings for lower attendance. For your own comparison, count the equivalent services you would otherwise buy, then subtract the annual membership fee. Additional coat work and other extras remain separate.

We have not added a cash value for the birthday bag, routine, convenience or peace of mind, or assumed that every optional benefit will be used.

Make membership work for your week

Book ahead and use the fixed schedule in your agreement to check which days qualify.

Breakfast Club • 7am-8am

Included on qualifying VIP days when booked month by month in advance and confirmed. Requests depend on canine staffing, licensed capacity and reasonable usage for fair access. An early place is not automatically reserved every day. The standard 2027 price is £12 per booked session.

After School Club • 6.30pm-8.30pm

Included on qualifying VIP days when booked in advance, subject to availability. The standard 2027 price is £12 per session. The later 8.30pm-10.30pm extension is an additional £12 for VIP members.

Home boarding • a familiar place to stay

The qualifying 2027 VIP rate is £15 per night, compared with the standard £35: a £20 difference for each eligible night. Boarding is additional to membership and is subject to assessment, suitability and availability. Applicable daycare and seasonal supplements are additional. Fixed contractual days determine eligibility; moving a daycare session does not create a discounted boarding night.

Member discounts and birthday treats

Bronze, Silver and Gold receive 5%, 10% and 15% respectively on eligible products and services, as set out in their agreement. Exclusions apply, including membership fees, already discounted items and excluded third-party or promotional products. Discounts do not automatically stack. Each term includes a birthday treat bag.

Count the benefits you actually use

Each qualifying Breakfast Club or After School Club booking can represent £12 of equivalent ad hoc care, and each qualifying boarding night a £20 rate difference. Add only the benefits you would otherwise buy. Do not count the same visit or discount twice.

A coat-care routine that suits your dog

One client household at a time, with individual attention, settling time and comfort breaks. No dryer cabinets.

Routine grooms within a VIP membership

Book your included appointments across the term. Bronze includes 6, Silver 8 and Gold 12 routine grooms in the 2027 plans. An included groom uses one allocation; its routine price is not charged again when agreed extras apply. A bath and brush-out between full grooms is additional unless your agreed schedule includes it.

A separate grooming plan

Available from the third appointment after assessment, grooming plans give 10% off the agreed included services, spread across 12 months. Your quoted plan includes a schedule, grooming kit, coat-care lesson and agreed pop-in support. This is separate from VIP daycare membership.

Illustration: medium curly Cockapoo	Annual amount
8 full grooms at £75	£600
8 halfway bath-and-brush visits at £45	£360
Equivalent standard service total	£960
10% plan discount	£96
Annual plan / 12 monthly payments	£864 / £72 per month

Illustration only. Coat, size, needs, intervals and the actual agreed services determine your quote. The kit and lesson are not assigned an invented cash value.

Combined-service plans

Your itemised quotation identifies the base care, included grooming and separately priced extras. An appointment already included in VIP membership must not also appear as a paid grooming-plan service. The final monthly instalment may differ by a few pence where your agreed schedule divides an annual total.

Extra coat work, longer-interval care and parasite decontamination follow the agreed quote and current Grooming Price Schedule. We explain and agree chargeable work within a cap and prioritise welfare.

Your first visits and everyday bookings

A few practical steps help us keep care consistent and make arrival and collection straightforward.

1. Check your personal summary

Confirm your dog, fixed days, term dates, allocations and payments. Book grooming and extended care ahead. Ask about any difference from your quotation before care starts.

2. Keep your dog's details up to date

Complete registration and the daycare assessment. Tell us about health, medication, behaviour and handling needs. Keep veterinary records and emergency contacts current, and check the attendance requirements in your Client Terms.

3. Plan arrival and collection

Standard 2027 daycare is 8am-6.30pm; follow your confirmed booking times. Pre-notify an authorised collector and follow the collection password process. Stay contactable while your dog is with us.

4. Tell us about changes promptly

Bronze and Silver rearrangements require at least 48 hours' notice, availability and room within the same term's allocation; a replacement is not guaranteed. Gold missed sessions cannot be rearranged. Grooming cancellations need at least 24 hours' notice. Late cancellations may count as used or be charged under the agreement, subject to its protections.

5. Check boarding and holiday arrangements

Your boarding quote confirms dates, deposits, balances, daycare and supplements. Collection by 8am has no collection-day daycare charge; after 8am, full applicable daycare applies unless covered by a qualifying VIP allocated day.

Need help or want to discuss a change?

Call **01342 621703** or email **enquiries@muckypupz.co.uk**. We can explain your options and the agreement's notice or cancellation rules. The Consumer Cancellation Notice explains applicable cooling-off rights. This guide does not replace your agreement or reduce statutory rights.

Everything together, clearly explained

Keep your personal summary and signed documents with this guide so you can check your services and payments at any time.

Document	What it tells you
Personal plan summary and itemised quotation	Your dog, fixed days, dates, allocations, extras and exact annual and monthly amounts.
Signed agreement and signature certificate	The agreed services and the record of signing. Keep the original signed files.
Applicable Client Terms and Cancellation Notice	The version supplied for your agreement, booking rules, notice and applicable cancellation rights.
Relevant care guides and price schedule	How to use your services, grooming expectations, booking arrangements and separately priced extras.
Direct Debit confirmation and payment schedule	The confirmed collection details, payments already made, remaining instalments and any final adjustment.

Your payments should match your agreement

Monthly payments spread the agreed annual cost. A manual first payment - or any further instalment already paid - must be recognised in the remaining schedule. Your confirmation should state the actual remaining number of collections, not simply apply a standard number to every client.

Setting up Direct Debit

Use the secure setup instructions provided to you. If you already have a mandate, tell us so we can check and use the correct existing arrangement. A signed mandate alone is not a collection schedule; check the amount and dates in your payment confirmation. If a payment looks duplicated or unexpected, contact us promptly.

Guide updated 6 October 2026 from the October 2026 service brochures, revised VIP agreements and 2027 Client Terms v1.6. Existing protected agreements remain in force. All examples are illustrations of the stated services and assumptions.

Your Direct Debit, clearly explained

For new and renewed VIP terms. Existing signed arrangements remain protected until a validly agreed change or renewal.

Direct Debit is the usual membership requirement

VIP membership fees must be paid by Direct Debit through GoCardless, except for an agreed manual initial instalment or another arrangement we confirm in writing. We will make reasonable adjustments where required by law. Contact accounts@muckypupz.co.uk if you need to discuss an alternative.

Sign your agreement first

After signing, follow your secure setup instructions in time for the first agreed collection. If you already have a mandate, tell us so we can verify and reuse it. We confirm the amount, dates and remaining number of collections and provide the required advance notice.

Payments already made count

Any confirmed manual instalment reduces what remains to collect. For a 12-instalment term: one already paid normally leaves 11 collections; two already paid normally leave 10. If none has been paid, 12 remain. Your actual agreement and payment confirmation control the schedule.

Your cancellation and consumer rights

You can cancel a Direct Debit through your bank at any time; please also tell us. Cancelling the mandate does not by itself cancel your membership or remove sums properly due under the agreement. Your statutory cancellation rights and the Direct Debit Guarantee remain unaffected.

If a payment or mandate needs attention

We will contact you to resolve it. Any suspension or termination must follow your agreement, applicable Client Terms and the law. Cancelling a mandate does not automatically trigger a cancellation charge or make every future instalment immediately payable.