

Cancellation notice & starting services

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

Your right to cancel

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

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

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

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

Services supplied before cancellation

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

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

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

Refunds and the remaining commitment

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

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

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

Your choices & forms

Request to begin services during the cooling-off period

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

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

Service / membership: _____
Requested start date: _____ Client name: _____
Client signature or recorded electronic confirmation: _____
Date: _____

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

Model cancellation form

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

To: Mucky Pupz Canine Services Ltd, Brookwood, Church Road, Burstow, Horley, Surrey RH6 9RG, United Kingdom.
Email: enquiries@muckypupz.co.uk

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

Ordered on [*] / received on [*]: _____
Name of consumer(s): _____
Address of consumer(s): _____

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

Date: _____

[*] Delete as appropriate.

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

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