

Terms of Service

Mucky Pupz Daycare, Boarding & Grooming Company



By using our services, you, the Client, confirm that you have read and understood our website, and agree to our terms of service as shown below.

1. Prior to acceptance you will be required to visit our premises, where you will be shown the facilities and we will answer any questions you may have. This is by appointment only, and is only available at weekends.
2. Mucky Pupz reserves the right to refuse a booking for any dog that we feel is not suitable for our services; including those who have previously been accepted and now deemed unsuitable due to a change in behaviour.
3. Prior to acceptance your dog will be required to attend a suitability assessment for two hours during an afternoon session. This is to ensure that your dog copes well in a pack environment and has no issues that would make him/her unsuitable for daycare.
4. The Client is entirely responsible for any veterinary bills, however incurred. We will make every effort to contact the Client or their nominated contact. If the Client is not available, Mucky Pupz reserves the right to consult with a Veterinary Surgeon and make decisions where necessary which are in the best interest of the animal.
5. Mucky Pupz will pay your 'Insurance Excess' directly to the consulting vet in order to ensure that your dog receives immediate treatment. In the absence of an Insurance Policy, Mucky Pupz will pay a maximum of £200 directly to the consulting Veterinary Surgeon, to ensure that your dog receives immediate treatment.
6. Dogs should be up to date with all vaccinations, worm and flea treatments. Your dog should be in general good health. or details provided on 'Check In'. Any dog with infectious conditions should be kept away from daycare until at least 48 hours after the condition has cleared. Mucky Pupz cannot accept responsibility for any dog where medical details are not kept up to date.
7. Any dog showing symptoms of diarrhoea or vomiting should be kept away from daycare for at least 48 hours after symptoms have ceased. Clients will need to collect their dog within 1 hour of notification, if they begin to show symptoms of diarrhoea or vomiting whilst at daycare.
8. Mucky Pupz is fully licensed and insured to care for your dog and also has Public Liability Insurance - all viewable on request.
9. Mucky Pupz will care for your dog in a caring and professional manner. However Mucky Pupz cannot be held responsible for any loss, injury or death to an animal, either inside or outside of your/our premises whilst in our care, unless Mucky Pupz is proven to be negligent.
10. The Client will inform Mucky Pupz of any characteristics of the dog which need to be known for safe handling and care of the dog. In addition, it is the Client's responsibility to inform Mucky Pupz of any new conditions that have not previously been advised.
11. Mucky Pupz maintain accident records and will inform the Client of any incident, injury or anything which Mucky Pupz feels the Client should know.
12. Mucky Pupz will take care, so far as is practicable, that the dog is not a nuisance or danger to any one, or any other animals, and that no harm comes to your dog.
13. The Client will supply suitable collars and tags, harnesses, leads and coats or accessories that the Client wishes to be used. Boarders will be required to wear a Mucky Pupz collar and ID tag to ensure they are returned to us, should they be lost, whilst you are away.
14. Mucky Pupz will keep any keys safe and will only use the keys to collect and return your dog and for no other purpose. Mucky Pupz will not let anyone else have the keys, will not copy them and will return them to the customer on demand.
15. Mucky Pupz reserves the right to cut short daycare activities where necessary because of extreme weather conditions (heat, thunder and lightning) for the safety of both the dogs and staff. We will keep all dogs safe within our premises; we will never return a dog home to be left alone during a thunder storm.
16. Mucky Pupz operates on a 'Nursery Model' and as such only offers a regular place at daycare. This is referred to as 'VIP Membership', (see info on VIP Membership for further details). This means that a five day week is allocated to your dog, regardless of whether your dog attends. This ensures that care is always available for your dog during the week; spaces are not reallocated on non-attendance. It enables the dogs in our care to form strong bonds with the other dogs, the pack is more stable and also enables handlers to establish good relationships with the dogs in their care.

17. Transport is provided between 7:30am and 9:30am and 3:00pm and 5:00pm, at additional cost.
18. Clients will provide Mucky Pupz with one calendar months' notice of termination of VIP Membership.
19. Mucky Pupz will provide Clients with one calendar months' notice of termination of VIP Membership, unless it is deemed necessary to terminate a dog's attendance due to a serious change in behaviour, making continued attendance potentially dangerous.
20. VIP Membership is non-refundable.
21. Occasionally, we may arrange for a very small number of dogs to be taken to local, dog related events. This is always planned and Clients will be given adequate notice. Clients will be required to sign an authorisation form for their dog to be taken outside of our premises, and to provide any special instructions with regard to lead walking, health related matters and feeding.
22. A 25% deposit is required for boarding to secure your booking, with the remainder due 14 days before your dog's stay with us.
23. VIP Membership is invoiced at the beginning of every month in advance. Charges are applied for weekend care, bank holidays and where services are provided outside of normal operating hours.
24. We reserve the right to apply late payment charges to any invoice that is 10 days or more overdue. This will be charged at 10% of the outstanding balance, and applied to an increasing balance, once every 10 days.
25. Client confidentiality will be maintained at all times. Client details will be kept private and will never be used for any purpose other than caring for your dog.
26. We are unable to accept unsprayed females who are due to be, or who are in season.
27. We prefer all dogs in our care to be neutered. We make an exception where puppies are concerned, as long as there is an intention to neuter as soon as possible. There are occasions when it is advised by a Veterinary Surgeon not to neuter. If this is the case, and there are no detrimental effects on your dog's behaviour as a result, we may still be able to help. However, this is with our formal agreement and on the understanding that should your dog's behaviour change, or the behaviour of the pack changes towards your dog, we may consider withdrawing our services.
28. No children under the age of 10 are allowed on our premises for safety reasons.
29. Mucky Pupz utilises Social Media and posts images and status updates of the dogs in our care. Your written permission is always sought beforehand. However, if any posts are deemed inappropriate, we will remove them immediately upon contact from the Client.
30. Our business is continually evolving and as such we reserve the right to change our Terms of Service where necessary. It is your responsibility to ensure that you are up to date with all of our Terms of Service. We will, however, notify you of any material changes.

Revised October 2018