

## **Wicked Waggles – Terms & Conditions (Adventure Daycare Memberships & Related Services)**

**Effective date:** 16/02.2026

These Terms & Conditions (“Terms”) apply to all services provided by **Wicked Waggles** (“Wicked Waggles”, “I”, “me”, “my”) to the client (“you”, “the Client”) and your dog(s) (“Dog”).

### **1) Definitions**

- **Membership:** A monthly subscription that reserves a recurring weekly place for your Dog on set day(s).
- **Adventure Daycare / Daycare:** Full-day outdoor adventures in natural environments (woodland, trails, countryside routes).
- **Services:** Adventure Daycare, group social walks, training sessions/classes, and any other services agreed in writing.
- **Booking Platform:** My chosen booking/payment system (e.g., Pet Sitter Plus or other provider).

### **2) Acceptance of Terms**

By booking, paying, or using my Services, you confirm that you have read, understood, and agree to these Terms.

### **3) Assessments & Acceptance**

3.1 All Dogs are subject to an initial boot camp before acceptance.

3.2 I reserve the right to refuse or discontinue Services at my sole discretion if a Dog is deemed unsafe, unsuitable for group settings, or disruptive in a way that affects welfare, safety, or pack balance.

3.3 You must disclose any history of aggression, reactivity, anxiety, bite incidents, predatory behaviour, resource guarding, or other behavioural concerns before Services begin.

### **4) Health, Vaccinations & Parasite Control**

4.1 Your Dog must be in good general health and fit enough for outdoor adventures, walking, and group activity.

4.2 Your Dog must be up to date with vaccinations (or titre testing where appropriate), and on a regular flea/worm treatment programme.

4.3 You must notify me immediately if your Dog is unwell, injured, or has been exposed to any contagious condition (including but not limited to kennel cough, vomiting/diarrhoea, parasites, infectious skin conditions).

4.4 I may refuse attendance where illness/contagion is suspected, to protect the wider pack.

### **5) Dogs in Season / Pregnancy**

5.1 **Dogs in season are not permitted to attend Adventure Daycare** during their season and for **14 days from the date bleeding fully stops**.

5.2 You must notify me immediately when your Dog comes into season. Failure to disclose may

result in suspension of Services and/or charges for disruption caused.

5.3 Pregnant dogs are not permitted to attend group daycare/adventures unless agreed in writing following assessment.

## **6) Equipment & Legal Identification**

6.1 Your Dog must wear a secure collar **with a legally compliant ID tag** containing the owner's surname and address (as required in the UK), and ideally a contact number.

6.2 Dogs may also wear trackers (e.g., GPS), harnesses, or other devices, provided they are safe and do not interfere with movement or group safety.

6.3 You are responsible for ensuring equipment fits correctly and is safe. I am not responsible for lost, stolen, or damaged equipment (see Clause 14).

## **7) Feeding & Special Diets**

7.1 If your Dog requires a special diet, medication with food, or specific treats, you must supply these clearly labelled with instructions.

7.2 I cannot guarantee avoidance of all allergens in outdoor environments, but I will take reasonable care where you have disclosed sensitivities in writing.

## **8) Nature-Based Adventures & Assumption of Risk**

8.1 You acknowledge that Adventure Daycare takes place outdoors in natural environments. Risks may include (but are not limited to) uneven terrain, mud, water, wildlife, thorns, insects, weather changes, slips/trips, and normal dog play.

8.2 By enrolling, you confirm you understand and accept these inherent risks as part of nature-based adventures.

## **9) Supervision, Group Management & Training**

9.1 I will provide Services with reasonable care and skill and will manage Dogs to support safety, welfare, confidence, and balanced group dynamics.

9.2 You acknowledge Dogs may sustain minor injuries during normal play and outdoor activity (scratches, bumps, sprains), even with appropriate supervision.

9.3 Off-lead time (where applicable) is at my discretion and may require separate written consent on the system Pet Sitter Plus. Even with consent, I may keep a Dog on lead/long line for safety.

## **10) Pick-Up & Drop-Off**

10.1 Where pick-up/drop-off is provided, you must ensure safe access to the Dog at the agreed time and provide accurate instructions.

10.2 If you are not present, you authorise me to collect/return your Dog as agreed (including via keys, key safe, or other method you provide).

10.3 I am not responsible for delays caused by traffic, weather, road closures, or events outside my control; I will communicate where reasonably possible.

## **11) Veterinary Care & Emergencies**

11.1 If your Dog becomes ill or injured while in my care, I will make reasonable attempts to contact you.

11.2 If I cannot reach you, or in an emergency, you authorise me to seek veterinary care immediately.

11.3 You agree you are responsible for all veterinary fees and associated costs (including call-out

fees, treatment, medications, travel).

11.4 Where possible, I will use your preferred vet, but this cannot be guaranteed in emergencies.

## 12) Insurance

12.1 I hold appropriate business insurance (including public liability).

12.2 **You are responsible for maintaining suitable insurance for your Dog**, including cover for illness/injury and third-party liability where applicable.

12.3 You acknowledge that Dogs may be injured through normal play, environmental hazards, or inherent risks of outdoor activity, and that your insurance should reflect your Dog's lifestyle and needs.

## 13) Liability & Indemnity

13.1 I do not accept liability for injury, loss, or damage arising from normal dog play, inherent outdoor risks, or circumstances outside my reasonable control.

13.2 I will only be liable for loss or injury where it is caused by my negligence or breach of these Terms.

13.3 You remain liable for any damage or injury caused by your Dog to third parties, property, livestock, wildlife, or other Dogs, except where caused by my negligence.

13.4 You agree to indemnify and hold harmless Wicked Waggles against claims, losses, or costs arising from your Dog's actions, except where caused by my negligence.

## 14) Property, Keys & Access

14.1 Where I hold keys/access codes, they will be stored securely and returned upon request once all outstanding amounts are paid.

14.2 I am not liable for issues arising from third parties entering your property (cleaners, builders, visitors) unless caused by my negligence.

14.3 You must notify me of anyone with access to the property during service periods.

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## Memberships, Payments, Cancellations & Freezes

### 15) Membership Structure (Not Pay-As-You-Go)

15.1 Memberships are sold as **monthly subscriptions**, reserving your Dog's recurring weekly place.

15.2 Membership days are **set days each week**, not flexible week-to-week, unless I agree otherwise in writing and subject to availability.

15.3 Your monthly fee is payable regardless of attendance (including holidays and other non-medical absences), because the place is reserved and staffing/pack planning is committed.

### 16) Payments & Auto-Pay

16.1 You may either:

- pay invoices manually, **due within 14 days**, or
- save card details securely via the Booking Platform so payment is taken automatically on the **1st of each month**.

16.2 If payment is not received within 14 days:

- I may suspend Services until the balance is paid, and/or
- I may cancel your reserved membership place, and/or
- I may take reasonable steps to recover the debt.

16.3 If an auto-payment fails, you must settle the outstanding amount within **48 hours** of notification to avoid suspension.

16.4 You are responsible for ensuring your payment details are accurate and up to date.

## 17) Missed Days, Illness & Vet Evidence

17.1 Missed days due to holidays or other non-medical reasons are not refundable and do not generate credits.

17.2 **If your Dog is unwell and has been seen by a vet**, I may, at my discretion:

- credit the missed day to another day where I have availability, **or**
- deduct the missed day from the monthly fee.  
Evidence may include a vet invoice, appointment confirmation, or written note.

## 18) December Closure

18.1 Wicked Waggles operates Monday to Friday throughout the year, except for my annual December closure.

18.2 Each year, I provide daycare for the **first two full weeks of December**, then **close from the start of the third week (Monday)** and **resume at the start of the New Year** (the first working week of January).

18.3 Exact closure dates will be published/communicated by **1st November** each year.

## December Billing

18.4 As Wicked Waggles operates for approximately half of December, **December membership fees will be billed at 50% of the usual monthly membership fee**.

18.5 As December is billed at a reduced rate, **no credits, refunds, or make-up days apply** for days falling within the December closure period.

## January Reopening (Partial Week)

18.6 If the first working week of January begins mid-week (for example, where the first working day falls on a Thursday or Friday), I may resume services from that point **or** from the following Monday, at my discretion, to ensure safe pack planning and operational consistency.

18.7 Where services do not operate on those mid-week reopening days, affected clients will receive either:

- (a) a **credit** applied to the next invoice, **or**
- (b) the option to request an alternative day ("make-up day") **subject to availability and pack suitability**.

18.8 Credits or make-up days under 18.7 cannot be exchanged for cash and must be used within **30 days** of services resuming, unless agreed in writing.

18.9 Wicked Waggles operates on **UK Bank Holidays** as normal (Monday–Friday). Bank Holidays are treated as standard working days within your membership and **no additional charges apply**.

## **19) Planned Holidays**

19.1 If you have planned holidays for the year, I can remove those days from the membership **provided you notify me by January** of the relevant year.

19.2 Late notice may mean the membership fee remains payable, as the place is reserved and cannot always be filled at short notice.

## **20) Freezing a Membership**

20.1 Memberships may be frozen with **one month's written notice**, for a maximum of **two consecutive months**, subject to approval.

20.2 A frozen membership **does not guarantee** that your Dog's place will be held. Places may be offered to others during the freeze period.

20.3 Memberships cannot be frozen retrospectively.

## **21) Termination / Ending Membership**

21.1 You may cancel your membership by giving **30 days' written notice**.

21.2 I may end Services immediately if:

- your Dog presents a serious safety risk,
- you breach these Terms,
- payments remain unpaid beyond the stated deadlines, or
- you engage in abusive, threatening, or harassing behaviour.

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## **Conduct, Reputation, Defamation & Disputes**

### **22) Complaints Process (Please contact me first)**

22.1 If you are unhappy with any aspect of the Services, you agree to contact me first and give me a reasonable opportunity to investigate and resolve the matter.

### **23) Defamation, Slander & False Statements**

23.1 **Defamation** is a false statement presented as fact that harms the reputation of a person or business.

- **Slander** is defamation that is spoken.
- **Libel** is defamation that is written or published online (including reviews and social media posts).

23.2 You agree not to publish or communicate false, misleading, or unverified statements about Wicked Waggles, my staff/subcontractors, or my services.

23.3 Where a statement is made that is false or misleading and causes reputational or financial harm, I reserve the right to:

- request immediate removal and correction,
- preserve evidence (screenshots, timestamps), and
- pursue appropriate remedies available under civil law (including recovery of losses and legal costs where applicable).

23.4 Nothing in this clause limits either party's right to express honest opinions or factual experiences, provided they are truthful, fair, and not misleading.

## **24) Harassment & Abuse**

24.1 Abusive, threatening, harassing, discriminatory, or intimidating behaviour towards me or anyone representing Wicked Waggles will not be tolerated and may result in immediate termination of services.

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## **Data, Media & Administration**

### **25) Photos & Videos**

25.1 With your consent (opt-in), I may use photos/videos of your Dog for social media/marketing. You can withdraw consent in writing at any time.

### **26) Privacy & Data Protection**

26.1 Personal information will be handled in line with applicable data protection laws and my Privacy Policy on the website.

### **27) Force Majeure**

27.1 Neither party is liable for failure/delay caused by events outside reasonable control (e.g., extreme weather, road closures, emergencies). I may adjust or cancel adventures if safety requires it.

### **28) Changes to Terms**

28.1 I may update these Terms from time to time. The most current version will be available on my website and/or provided upon request.

### **29) Governing Law**

29.1 These Terms are governed by the laws of **England and Wales**, and the courts of England and Wales have exclusive jurisdiction.

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**Client Agreement**

By signing/accepting these Terms, you confirm you have read and agree to them.

Wicked Waggles LTD