



Oxford Pet Whisperers Membership Terms and Conditions

These Terms and Conditions apply to all clients subscribing to a recurring daycare membership and are supplementary to the Oxford Pet Whisperers General Customer Agreement, which remains in full effect.

1. The Contract

1.1 This contract is between Oxford Pet Whisperers Limited (“OPW”) and the Client.

1.2 These Membership Terms & Conditions apply alongside OPW's General Customer Agreement.

Where any conflict or inconsistency exists between the General Customer Agreement and these Membership Terms & Conditions, the Membership Terms & Conditions shall take precedence in relation to membership services.

2. Membership Structure

2.1 Memberships provide access to recurring weekly daycare sessions based on the selected plan:

- Bronze: 1 fixed day per week
- Silver: 2 flexible days per week
- Gold: 3 flexible days per week
- Platinum: unlimited attendance (subject to fair usage and operational capacity)

2.2 Bronze memberships are fixed-day only and cannot be moved or swapped.

2.3 Silver and Gold memberships allow movement of sessions within the same calendar week, subject to availability and notice requirements.

2.4 Dog-Specific Membership

Memberships are assigned to a specific dog and are strictly non-transferable.

Each membership:

- Applies to one named dog only
- Cannot be shared between multiple dogs within the same household or otherwise
- Cannot be split across different dogs on different days

Where a Client owns multiple dogs:

- Each dog must hold its own membership or booking arrangement

OPW reserves the right to refuse attendance or charge additional fees where a membership is used in breach of this condition.

2.5 Platinum membership includes access to weekend attendance; however:

- Weekend sessions (Saturday and Sunday) are subject to availability
 - OPW does not guarantee weekend availability
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3. Billing and Payments

3.1 Memberships are billed on a 4-week recurring cycle.

3.2 The initial payment date establishes the billing cycle, with all future payments taken every 4 weeks thereafter.

3.3 All payments must be made by Direct Debit unless otherwise agreed by OPW.

3.4 The initial membership payment must be made prior to attendance. Direct Debit is used for future recurring payments and may not be active in time for the initial billing period.

3.5 Membership fees are payable in advance and secure the Client's allocated space within the centre.

3.6 OPW reserves the right to review and amend pricing at any time, providing a minimum of 1 month's written notice.

3.7 Membership Setup Fee

A membership onboarding & administration fee of £75 applies to all new memberships.

This fee is waived at the point of sign-up but will become payable if:

- the membership is cancelled within the first 3 billing cycles (12 weeks), or
- the membership is cancelled and later restarted for the same dog.

The waived setup fee is offered once per dog and applies only to the initial membership sign-up.

Any future membership started for the same dog following cancellation will be treated as a new membership agreement and the setup fee will apply at the point of rejoining.

This fee will not apply where OPW terminates or suspends services at its own discretion.

OPW reserves the right to refuse new or returning memberships where membership terms have previously been misused or repeatedly cancelled and restarted.

3.8 Direct Debit Cancellation

Cancelling a Direct Debit instruction does not constitute cancellation of membership or remove any outstanding payment obligations.

Where payments remain due under the applicable notice period or membership terms, OPW reserves the right to recover outstanding balances using the Client's stored payment method.

Attendance may be suspended immediately where payments fail or where a Direct Debit mandate is cancelled.

4. Attendance, Flexibility and Usage

4.1 Memberships are based on reserved weekly spaces, not attendance.

4.2 Sessions must be used within the same calendar week and cannot be carried forward, transferred, or exchanged.

4.3 Missed sessions due to holidays, illness, or any other reason are non-refundable and non-transferable.

4.4 For Silver and Gold memberships:

- Sessions are weekdays only (Monday to Friday)
- Sessions may be moved within the same calendar week
- Sessions cannot be moved to weekends

4.5 A minimum of 7 days' notice is required for any changes to scheduled days.

4.6 All changes are subject to availability, and OPW does not guarantee availability for changes requested with less than 7 days' notice.

5. Additional Daycare Sessions

5.1 Additional sessions may be booked subject to availability.

5.2 Additional session pricing is based on membership type:

- Bronze members: £55 per additional day
- Silver members: £51.25 per additional day
- Gold members: £50 per additional day

5.3 Additional sessions are charged separately and reflect the increased flexibility and operational impact of ad hoc bookings.

6. Bank Holidays, Weekends and Closures

6.1 OPW may operate reduced services or alternative schedules during bank holidays and seasonal periods.

6.2 Where sessions fall on a closure:

- Bronze members may move their session within the same calendar week
- Silver and Gold members may move sessions within the same calendar week
- All replacement sessions must be taken Monday to Friday

6.3 Sessions cannot be moved to weekends unless the Client holds a Platinum membership.

6.4 Saturdays are available only to Platinum members and remain subject to availability.

6.5 A premium rate may apply during designated peak periods, including the Christmas period.

7. Boarding (Hotel) Interaction

7.1 Where a dog boards with OPW on a day covered by their membership:

- The equivalent daily membership value, as determined by OPW, will be deducted from the boarding fee

7.2 Boarding remains subject to separate booking and availability.

8. Absences Due to Medical or Developmental Stages

8.1 Seasons (Female Dogs)

If a dog comes into season, she must take a break from daycare attendance.

For members:

- OPW may provide up to 2 weeks' worth of replacement sessions
- These sessions must be used within 2 months of the dog's return
- This applies to the dog's first season only

No replacement sessions will be provided for subsequent seasons.

The Client must notify OPW as soon as reasonably possible once the season begins.

Where notification is significantly delayed, or the dog continues to attend after the onset of the season:

- OPW reserves the right to reduce or decline replacement sessions.

8.2 Neutering / Spaying

Where advance notice is provided for a planned neutering or spay procedure:

- OPW may provide replacement sessions equivalent to up to 2 weeks of attendance
- These sessions must be used within 2 months
- Replacement sessions are subject to availability

To qualify:

- A minimum of 4 weeks' notice must be provided.

Where insufficient notice is given, OPW reserves the right to reduce or decline replacement sessions.

OPW reserves the right to:

- Require a recovery period
- Carry out a reassessment prior to re-admission

8.3 Conditions of Replacement Sessions

All replacement sessions:

- Are subject to availability
- Must be booked in advance
- Hold no cash value
- Are non-transferable
- Cannot be exchanged for refunds or alternative services

9. Changes to Membership

9.1 Upgrades (e.g. Bronze to Silver, Silver to Gold):

- May be requested at any time
- Will take effect as soon as reasonably possible, subject to availability
- May be implemented immediately or from the next billing cycle at OPW's discretion

9.2 Downgrades (e.g. Gold to Silver, Silver to Bronze):

- Require the same notice as cancellation
- A minimum of 14 days' notice prior to the next billing date must be provided

9.3 Where insufficient notice is given for a downgrade:

- The current membership level will continue for one further billing cycle
- The downgrade will take effect at the end of that cycle

9.4 OPW reserves the right to apply an administration fee of £30 for changes to membership.

10. Cancellation of Membership

10.1 Membership may be cancelled at any time by providing written notice.

10.2 Notice must be received at least 14 days prior to the next billing date.

10.3 Where notice is given with less than 14 days before the next billing date, one further 4-week billing cycle will be charged.

10.4 Membership will end at the conclusion of the final paid billing cycle.

10.5 No refunds will be given for unused sessions within a billing cycle.

11. Suspension or Termination by OPW

11.1 OPW reserves the right to suspend or terminate membership immediately if:

- Payments are missed
- Terms are breached
- A dog's behaviour is deemed unsuitable
- The Client behaves in an unreasonable or inappropriate manner

11.2 Where applicable, any refund or credit will be calculated on a pro-rata basis at OPW's discretion.

11.3 Behavioural standards and requirements are detailed within the OPW General Customer Agreement.

11.4 Membership access may be suspended immediately where payments fail or Direct Debit instructions are cancelled.

12. Additional Services

12.1 Services such as nail clipping are offered at OPW's discretion and subject to the dog's suitability.

12.2 OPW reserves the right to refuse additional services where a dog is deemed unsuitable (e.g. fearful or reactive behaviour).

13. General Conditions

13.1 Membership guarantees space allocation but not specific time slots outside agreed structure.

13.2 OPW reserves the right to amend operating hours or service structure with reasonable notice.

13.3 All other terms relating to care, liability, and operations are governed by the OPW General Customer Agreement.

13.4 All services, including additional days, replacement sessions, and flexible bookings, are subject to availability and operational capacity.

13.5 OPW does not guarantee the continued availability of any specific membership tier, day, or structure and reserves the right to amend service offerings with reasonable notice.

Client Acknowledgement

By signing below, the Client confirms they have read, understood, and agree to be bound by these Oxford Pet Whisperers Membership Terms and Conditions.

Client Name: _____

Dog's Name: _____

Membership Type: _____

Client Signature: _____

Date: _____