



# MEMBERSHIP AT THE CLUB

## T&C'S

Here at Leads & Laces, we understand the importance of building a professional relationship between client and business. We also believe it is very important that your pooch feels comfortable and familiar with us, which is why we have made it easy for our clients to continue using our services on a regular basis.

#### Holiday Entitlements & Credits;

Missed bookings and/or unclaimed weekly credits are non-refundable and do not carry over. Pre-Holiday absence leave can be requested in writing, with two weeks notice. Pre-approved holiday absence will bank credits, which can be used in addition to regular weekly credit allowances. Banked credits have a two week booking expiration date, which can be used on the remainder of the current three month cycle. All banked credits are given and redeemable subject to management discretion, availability and correct notice periods.

#### Plan Cancellation;

Our Club Plans are charged weekly via direct debit, on a three month rolling contract. Plan terminations are to be requested in writing with twelve weeks notice. The next auto-renew will be cancelled.

#### Missed and/or failed payments;

A missed payment fee of five GBP will be charged in addition to the weekly plan fee. Late and/or failed payment fees will be invoiced separately via our accounts department. Both the outstanding weekly payment and missed payment fee must be settled before the new plan week. Failed settlements will result in service suspension until full settlement.

#### Plan Alterations;

Plans can be altered to suit individual requirements, subject to availability. All alteration requests are to be made in writing with the following notice periods;

- Adding additional services and/or increasing weekly credit quantities, two weeks notice
- Reducing plan credits, twelve weeks notice.

#### Additional ad-hock bookings;

Additional bookings are subject to availability. As a club member, one will have access to the additional bookings diary before general release to pay-as-you-book clients. Additional bookings can be requested directly in writing or via telephone. Additional bookings made outside of the plan will be charged at the pay-as-you-go rate. However, you may upgrade your plan in accordance with our *Plan Alteration* guidelines at anytime, to receive the discounted rate.

If for any reason we (Leads & Laces by APG) have to cancel a booking due to unforeseen circumstances and/or bank holidays - you will be credited loss of bookings, which can be used within your current twelve week contract.

Leads & Laces by APG hold the right to refuse bookings and the use of credits where not available.