

## APPLICATION FOR MEMBERSHIP

TITLE \_\_\_\_\_

FULL NAME \_\_\_\_\_

APPLICANT'S ROLE \_\_\_\_\_

HOME ADDRESS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

TELEPHONE \_\_\_\_\_

MOBILE \_\_\_\_\_

DOG'S NAME \_\_\_\_\_

DOG'S AGE \_\_\_\_\_

DOG'S BREED \_\_\_\_\_

PRIMARY AREAS OF INTEREST *(Please tick all that apply)*

LIFESTYLE MANAGEMENT

INTERNATIONAL TRAVEL

ESTATE STAFFING

DETAILS OF INITIAL REQUIREMENTS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I would like to be considered for membership of The Canine Concierge Group  
Ltd. I agree to The Canine Concierge Group Terms & Conditions.

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

PRINTED NAME \_\_\_\_\_

# MEMBERSHIP TERMS & CONDITIONS

## 1. TERMS AND CONDITIONS

- 1.1 These are the terms and conditions on which we supply our canine concierge, logistics, and lifestyle services to you. These terms tell you who we are, how we will provide services to you, and how you and we may change or end the contract. We are The Canine Concierge Group Ltd, a company registered in England and Wales. Our registered office is at 45 Albemarle Street, Mayfair, London, W1S 4JL. When we use the words "writing" or "written" in these terms, this includes emails.

## 2. OUR CONTRACT

- 2.1 This contract will come into existence upon our written acceptance of your membership application and receipt of your initial payment. Your membership is personal to your household and nominated dog(s), and you may not transfer it to anyone else.
- 2.2 The service operates on a rolling monthly basis. Your membership will renew each month on the date of your initial payment, unless you terminate the contract in accordance with these terms.
- 2.3 You have a legal right to change your mind within 14 days of your membership being accepted and receive a refund. If you instruct us to start services within this 14-day period, you must pay for any services provided before you cancel.

## 3. PROVIDING THE SERVICES

- 3.1 We will provide comprehensive canine concierge services to you. Specific logistical details, itineraries, and service requirements will be agreed upon dynamically throughout your membership.
- 3.2 Our core hours are 9.00am to 5.30pm from Monday to Friday. Routine requests will be handled exclusively during these hours. Outside of core hours, your concierge is available strictly to coordinate responses to active travel disruptions or sudden veterinary emergencies. Routine out of hours requests will be actioned on the next working day.
- 3.3 We reserve the right to decline any instruction from you if it is outside our remit, illegal, or contrary to the highest standards of animal welfare. If we decline an instruction, we will inform you as soon as reasonably practicable.
- 3.4 We are not responsible for delays or failures in service caused by events outside our reasonable control (e.g., extreme weather, aviation strikes, or sudden government border closures). If such an event occurs, we will contact you as soon as possible and take steps to minimise the disruption.

## 4. PAYMENT, DISBURSEMENTS AND CANCELLATIONS

- 4.1 Membership fees are payable strictly in advance on a monthly recurring basis.
- 4.2 You are responsible for all fees charged by third-party suppliers, such as veterinary clinics, aviation brokers, and grooming professionals. We do not provide credit facilities. We will agree on a payment mechanism with you during onboarding, such as direct vendor invoicing. If we explicitly agree to incur minor expenses on your behalf, we will invoice you separately. These invoices are payable immediately. We will pass on any foreign exchange fees or international banking charges incurred on your behalf. If the rate of VAT changes between your order date and the date we supply the service, we will adjust the rate of VAT that you pay.

4.3 We may suspend the supply of the services if you do not pay any sums owing to us. If you still do not make payment within 7 days of us reminding you, we will suspend services until you have paid the outstanding amounts. We accept no liability for any disruption to your dog's care or travel logistics resulting from this suspension.

4.4 If you cancel a specific service booking less than 48 hours before execution, you will incur a 50% cancellation fee based on the quoted price. You remain fully responsible for any non-refundable third-party costs we have already incurred on your behalf. We reserve the right to decline future requests if you repeatedly fail to honour bookings or violate cancellation policies.

## **5. THIRD-PARTY SUPPLIERS AND COMMISSIONS**

5.1 When we arrange goods or services for your dog, we act purely as an agent. The contract for those services is directly between you and the supplier. We are not a party to that contract.

5.2 You acknowledge and agree that in the course of arranging these external services, we may receive introductory commissions, referral fees, or margins from our network of suppliers.

## **6. DUTY OF CARE AND EMERGENCIES**

6.1 Your dog's physical and emotional welfare takes absolute precedence over travel itineraries. We will not force a dog to travel if they exhibit distress or illness, and we reserve the right to pause a journey to ensure the dog's comfort.

6.2 We guarantee never to abandon a dog in our care. If you are unreachable at the conclusion of a service, we will continue to provide unbroken care. You will be billed for all associated daily fees until a secure handover is achieved.

6.3 If your dog has a medical emergency and we cannot reach you, you authorise us to seek life-saving veterinary care. You are responsible for all veterinary costs. In life-threatening circumstances where immediate funds are required by a clinic, we may front up to £1,000. You must reimburse this emergency disbursement within 7 working days, or it will be immediately charged to your authorised payment method.

## **7. CLIENT OBLIGATIONS AND LIABILITY**

7.1 You must provide complete and accurate information regarding your dog's health, pre-existing conditions, allergies, and behavioural history. We accept no liability for adverse reactions resulting from undisclosed medical conditions.

7.2 If your dog displays aggression or severe risk, we may immediately pause the service, implement humane safety measures, or seek emergency boarding at your expense.

7.3 You are strictly liable for any physical injury or property damage caused by your dog. You shall fully indemnify us against any resulting third-party claims or bills.

7.4 During in-home visits, you must provide clear access and security instructions. We accept no liability for property damage caused directly by the dog. The Company accepts liability for accidental damage caused by our staff only to the extent covered by our professional business insurance.

7.5 Our services are provided strictly for your personal and private use. We accept no liability for any commercial losses, loss of profit, or loss of business opportunity (including, but not limited to, matters relating to professional breeding, shows, or commercial sponsorships). In the highly unlikely event that your dog suffers death, loss, or permanent disability whilst in our care, our maximum liability is strictly limited to the current coverage limit of our business insurance policy, or the financial value of the dog, whichever is lower.

- 7.6 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees; or for fraud.
- 7.7 We will actively coordinate your dog's travel documentation. Because ultimate issuance relies on third-party veterinary and government authorities, our financial liability for refused boarding or travel delays due to documentation errors is strictly limited to a refund of our specific service fee. We accept no liability for any consequential losses, including cancelled private or commercial flights, accommodation, or travel disruptions for you, your family, or your staff. Furthermore, unless the dog is being transported exclusively by our Company personnel, you and your designated travel companions remain entirely responsible for fulfilling all human passport, visa, and immigration requirements, as well as securing adequate personal travel insurance.

## **8. CONFIDENTIALITY AND DATA PROTECTION**

- 8.1 We operate under strict confidentiality. We will not disclose your identity, locations, travel itineraries, or residential security protocols. Our staff are prohibited from sharing photographs of your dog, property, or transport on social media.
- 8.2 We will only use your personal information as set out in our Privacy Statement. To execute international travel, you consent to us sharing necessary data (including veterinary and medical records) with third parties, such as border agencies.

## **9. OUR RIGHTS AND YOUR RIGHTS TO END THE CONTRACT**

- 9.1 During your membership and for 12 months thereafter, you must not employ or solicit any of our staff. If you break this term, we will charge you a standard industry placement fee.
- 9.2 You can end this contract at any time by giving us 30 days' written notice. To do so, you must inform us of your decision by a clear statement (e.g. an email to your dedicated concierge). We will continue to provide services during this notice period, and your final billing will be prorated.
- 9.3 We may end the contract immediately by writing to you if you breach these terms, fail to pay outstanding payments, or display abusive behaviour towards our staff or suppliers.

## **10. GENERAL TERMS**

- 10.1 We may update these terms to reflect operational or legal changes. We will notify you in writing of any material changes.
- 10.2 If we choose to be accommodating or delay in enforcing any of our rights under these Terms, this will not act as a waiver of those rights, and it will not prevent us from requiring your full compliance at a later date.
- 10.3 Each of the paragraphs of these terms operates separately. If any court decides that any of them are unlawful, the remaining terms will remain in full force and effect.
- 10.4 These terms are governed by English law and you can bring legal proceedings in respect of the services in the English courts.