



Supplementary Terms & Conditions

(Subscription Services)



S1. Introduction

i) These supplementary Terms and Conditions (“Supplementary Terms”) are effective from 1st February 2026 and apply to all subscription services provided by Boyd's Boarding & Canine Care Ltd, trading as 'Boyd's Canine Care' within England and Wales.

ii) By subscribing to our services, you agree to these Supplementary Terms, which are in addition to our general Terms and Conditions.

S2. Subscription Services

i) Subscription services are tiered based on frequency and activity type. These are categorised as: *'The Essential Care'*, *'The Balanced Explorer'*, *'The Active Hybrid'*, *'The Complete Professional'* and *'The Ultimate Experience'*.

ii) All subscription tiers, including multi-dog add-ons, are strictly provided on a solo-occupancy basis. The company warrants that no dogs from outside the customer's household will be conveyed or walked during the service window.

iii) Subscription rates are calculated on a weighted staggered discount scale (8% to 12%) based on the standard individual service rates.

iv) The company confirms, to avoid ambiguity, that the whole of section 4 of the General Terms and Conditions apply to subscription services. Where charges are incurred under s.4(ix), customer will be invoiced separately and no discount shall be applied.

S3. Multi-Dog Household Add-ons

i) Multi-dog rates apply only to canines residing in the same household and walked in a single occupancy session.

ii) Additional dogs are charged at a discounted flat rate per service type prior to the application of the tiered subscription discount.

S4. Complimentary Shuttle Credit

i) *'The Active Hybrid'*, *'The Complete Professional'*, and *'The Ultimate Experience'* include a fixed annual allocation of 'complimentary transport' (3, 6 and 12 respectively) and renew annually on the anniversary of the first subscription payment.

ii) The credits may be only used for return services as follows: 1 credit for *'The Local Shuttle'* (up to 10 miles round trip, 5 miles each way), 2 credits for *'The Extended Shuttle'* (up to 20 miles round trip / 10 miles each way), and 3 credits for *'The Forest Boundary Shuttle'* (up to 29 miles round trip / 14½ miles each way).

iii) Notwithstanding ii above, credits can be used for transport to:

a) Local veterinary appointments and the respective credit include 30 minutes standing time at clinic. After which a charge of £5 per every 15 minutes will be applied.

b) Local groomer appointments where there is 5 minutes respective standing time and includes credit used for one round trip includes drop off and later collection at the respective groomers.

b(cont.) Where standing time is extended beyond the complimentary allocation due to delays outside of the Company's control (including but not limited to customer lateness or third-party service delays) a charge of £5 for every 15 minutes standing time thereafter will be applied.

c) Any other local destination within the respective shuttle service mileage stipulations and will include 15 minutes standing time (unless agreed with the company in writing in advance). After which a charge of £5 will be applied for every 15 minutes standing time thereafter.

iv) Where the above charges are incurred customers will be invoiced directly and no discount shall be applied.

v) Complimentary shuttles must be booked 7 days in advance and are subject to staff and vehicle availability.

vi) Shuttle credits are non-transferrable.

vii) Unused shuttle credits do not roll over into the following subscription year and have no cash value.

S5. Payments and Billing

i) Notwithstanding Section 7(ii) of the Standard Terms, all subscription services are invoiced and payable in advance to ensure the reservation of the solo timeslot.

ii) Subscription payments are primarily managed via automated card payments through 'GoCardless'. On the 1st of each calendar month or next working day thereafter.

iii) The company, via its provider 'GoCardless' will send an electronic reminder at 7-14 days before each monthly renewal, confirming the upcoming charges and providing a direct link to the "easy cancel" mechanism.

iv) Invoices are issued with a 7-day notice window. Payments not made within 14 calendar days of invoice will result in services being suspended. Any services provided between the 1st of each calendar month and the termination date will be invoiced to customer in accordance with provisions of s.7 of the Standard Terms and no discount will be applied.

v) Customer can set up direct debit directly following the link on their first invoice.

vi) The company will provide and published on the company website, a minimum of 30 days' notice for any changes to subscription pricing.

S6. Cancellations

i) In accordance with section 8(i) of the Standard Terms, 7 days' written notice is required to cancel a regular subscription.

ii) As per the *Digital Markets, Competition and Consumers Act 2024*, customer may terminate their subscription through a simplified online process which the company shall provide via its payments provider 'GoCardless', or in writing to info@boydsboarding.co.uk. The process shall be designed to be as simple as possible.

iii) If a subscription is cancelled mid-month, the service will continue until the end of the current billing cycle. No pro-rata refunds are provided for the remaining days of that month unless the cancellation is due to a breach of contract by the company.

iv) For new subscriptions, the customer has a statutory 14-day **cooling-off period** from the date of the first payment for a full refund, less the cost of services already provided.

S7. Inclement Weather & Service Substitution

i) In the event of extreme weather, the company reserves the right to substitute a booked service in accordance with our 'Inclement Weather Policy', including to a 'home visit' or shorter 'care walk'.

ii) Where a lower cost service is substituted by the company due to weather or unforeseen events, the price difference will be credited to the customer's next monthly invoice.

S8. Statutory Key Information Summary

i) **Subscription is Ongoing:** The contract subscription will continue automatically every month unless terminated by either party.

ii) **Total Monthly Cost:** The exact monthly fee, as per your chosen subscription service level and multi-dog status, is confirmed in your onboarding paperwork attached to your Professional Service Agreement.

iii) **Minimum Contract:** There is no minimum term beyond the initial month and the 7-day notice period.

By signing below, the customer agrees to these supplementary terms in addition to the standard terms and conditions.

Customer Signature

Date:

Customer Name [Print]

Customer Reference ID