

Rolling 4-Weekly Booking Contract Policy

Effective from: January 2024

By using any of the services provided by Leads & Laces by APG Ltd, the Client understands and agrees to the following terms:

1. 4-Weekly Rolling Contract

The Client acknowledges that their use of services constitutes acceptance of a rolling contract that automatically renews every four (4) weeks. This Contract will continue until terminated by either party in accordance with the cancellation policy outlined herein.

2. Commitment

The Client agrees to the specified number of bookings per week, as discussed and mutually agreed by the Client and Leads & Laces by APG Ltd.

2A. Client Obligations

The Client agrees to the following obligations throughout the duration of the Contract:

1. **Accuracy of Information** – The Client must provide accurate, complete, and up-to-date information regarding their dog's health, temperament, behaviour, and any special needs.
2. **Vaccinations and Health** – The Client warrants that their dog is up to date with all necessary vaccinations, boosters, parasite control, and preventative treatments, and is fit to participate in services. Any illness, injury, or condition that may affect the dog's participation must be promptly disclosed.
3. **Behaviour and Safety** – The Client must disclose any history of aggression, reactivity, or behaviour that may pose a risk. Leads & Laces by APG Ltd reserves the right to refuse or terminate services if the dog is deemed unsafe.
4. **Provision of Equipment** – The Client must supply safe and appropriate equipment (e.g., collar, harness, lead, ID tags). Unsafe equipment may be refused.
5. **Access to Property** – The Client must provide safe and reliable access to their property, including clear instructions for the use of any keys, fobs, or access codes. The Client warrants their property is safe, secure, and free from hazards.
6. **Insurance** – The Client is encouraged to hold suitable insurance for their dog, property, and any third-party liability. Leads & Laces by APG Ltd is not responsible for losses reasonably covered by such insurance.
7. **Compliance with Law** – The Client agrees to comply with all applicable UK laws, including the Animal Welfare Act 2006 and the Dangerous Dogs Act 1991.

3. Purpose

The purpose of this Policy is to outline the terms and conditions of the rolling 4-weekly booking contract, including pre-agreed bookings, cancellation procedures, and other relevant details.

4. Scope

This Policy applies to all Clients using services provided by Leads & Laces by APG Ltd under a rolling 4-weekly booking contract.

5. Contract Overview

- **Contract Duration** – The contract is valid for a rolling period of four (4) weeks, beginning on the date of the first booking.
- **Pre-agreed Bookings** – The Client agrees to a specified number of bookings each week.
- **Renewal** – The contract automatically renews every four (4) weeks unless terminated in accordance with this Policy.

6. Booking Structure

- **Weekly Commitment** – The Client commits to the pre-agreed number of bookings each week.
- **Increasing Bookings** – Increases require at least 48 hours' notice and are subject to availability. Once agreed, they are added to the rolling contract.
- **Decreasing Bookings** – Decreases require four (4) weeks' notice.
- **Irregular Additional Bookings** – May be requested via the online booking system or directly, subject to availability.

7. Cancellation Policy

7.1 Notice Period

The Client may cancel the Contract by providing written notice at least four (4) weeks in advance.

7.2 Cancellation Process

Cancellations must be submitted via email to **apg@leadsandlaces.com** and must include the Client's name and contract number.

7.3 Effective Date

The cancellation will take effect four (4) weeks from receipt of the notice. Leads & Laces by APG Ltd will confirm the termination date in writing.

7.4 Cancellation by Leads & Laces by APG Ltd

The Company may cancel the Contract with immediate effect in cases of:

- Breach of Contract
- Non-Payment (overdue invoices beyond four (4) weeks)
- Unforeseen Circumstances preventing service provision

Written notice will be provided, and cancellation will take effect immediately or on the date specified.

7.5 Short Notice Cancellations

- Cancellations with less than **48 hours' notice** may incur a charge of **50% of the booking fee**.
- Cancellations with less than **24 hours' notice** will be charged **in full**.
- In cases where cancellation is due to the ill health of the dog, the Company may, at its sole discretion, waive such charges. Veterinary evidence may be requested.

7.6 Keys and Access Codes

Where no formal cancellation notice has been provided, Leads & Laces by APG Ltd will retain any keys, fobs, and/or access codes supplied by the Client for up to three (3) months. If no communication is received during this period, such items will be securely destroyed. The Company is under no obligation to return keys or access codes in the absence of direct Client communication.

8. Initial Consultation

1. Following completion of registration, a file will be created for you and your dog, enabling the option of an Initial Consultation prior to your first booking. This consultation is subject to availability and offered at our discretion.
2. The Initial Consultation is optional and not a requirement for accessing our services.
3. The Initial Consultation is a chargeable service, with the fee agreed in advance.
4. Where services continue beyond the first month, the consultation fee may be credited against the second month's invoice, provided that services are not cancelled or reduced during the first two months.
5. In cases where a reimbursement is valid, a credit note will be issued, applying the consultation fee deduction to the second invoice.
6. All provisions relating to the Initial Consultation, including availability, eligibility for credit, and reimbursement, remain at our sole discretion.

9. Eligibility for Pause

Pauses may be granted for holidays, medical treatment, or other approved reasons at the sole discretion of the Company.

- **Notice** – Five (5) days' written notice required.
- **Duration** – Pause duration must be mutually agreed.
- **Holding Fee** – 50% of the contract balance applies for absences exceeding one (1) week.
- **Automatic Resumption** – Services resume automatically at the end of the pause period.

10. Payment Terms

- **Invoices** – Issued on or around the 25th of each month, covering bookings up to month-end.
- **Payment Due Date** – End of the month (date specified on invoice).
- **Methods** – Cash or bank transfer.
- **Late Fees** – £15 per week overdue. After 4 weeks overdue, services may be cancelled under Clause 7.4.

11. Data Protection Policy

Leads & Laces by APG Ltd is committed to compliance with the UK GDPR and Data Protection Act 2018.

1. We collect only the personal data necessary for services (e.g., Client details, dog information, property access).
2. Data is used solely for service provision, administration, invoicing, and dog welfare.
3. All data is stored securely and accessible only to authorised personnel.
4. Retention periods apply in line with Clause 7.6.
5. Data will not be shared with third parties unless required by law.
6. Clients have the right to access, rectify, or request deletion of their data by writing to **apg@leadsandlaces.com**.
7. Any data breaches will be reported in compliance with UK GDPR obligations.

12. Modification of Policy

Leads & Laces by APG Ltd reserves the right to amend this Policy at any time. Clients will be notified in writing of any changes.

13. Use of Tracking Devices

Clients must remove AirTags, GPS devices, or any other personal tracking devices from their dogs or belongings before services are carried out.

This requirement exists because:

1. Such devices may infringe the privacy of other clients.
2. They interfere with the Company's GPS trackers used on each dog.
3. They may disrupt vehicle tracking systems.

Failure to comply may result in suspension or termination of services.

14. Client Registration and Health Requirements

1. **Registration Form** – The Client must complete the Company's registration form in full before services commence and keep it updated. Changes must be provided in writing.
2. **Vaccinations and Boosters** – Dogs must remain up to date with all vaccinations, boosters, and preventative treatments throughout the Contract. Proof may be requested.
3. **Health Concerns and Treatments** – All health issues or ongoing treatments must be disclosed in writing and will be recorded in the dog's care file.
4. **Company Discretion** – Services may be refused or suspended if the dog's health poses a risk to its welfare, other animals, staff, or third parties.

15. Enrichment Plan

1. Each dog will receive an individual enrichment plan tailored to their needs.
2. The plan will monitor progress, ability, and welfare, and will be updated regularly.
3. Client-provided health updates will be incorporated into the enrichment plan.
4. The Company reserves full discretion over design and implementation of enrichment activities.

16. Notices

1. **Form of Notice** – All notices, alterations, modifications, and cancellations must be made in writing and sent to apg@leadsandlaces.com. Communications via other channels will not be valid unless confirmed in writing by the Company.
2. **Effective Date** – The effective date of any notice shall commence from the date on which the Company provides written acknowledgement of receipt.
3. **Responsibility of Client** – The Client is responsible for ensuring their notice has been correctly delivered and acknowledged.