

## Crown Club Membership Terms and Conditions (January 2026)

These Crown Club Membership Terms and Conditions ("Crown Club Terms") apply in addition to the standard Dog & Throne Grooming Terms and Conditions. By enrolling in Crown Club, the Client agrees to be bound by both.

Crown Club is a structured membership programme, created to provide consistent, premium care for your dog throughout the year.

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### 1. Eligibility and Availability

Crown Club membership is offered by invitation only and is subject to limited availability. Places are carefully held within our diary. Dog & Throne reserves the right to withdraw or decline membership at its discretion.

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### 2. Membership Structure

Crown Club operates on a fixed 6 weekly grooming cycle. Membership includes one groom every 6 weeks for the duration of the programme.

This structure is a core part of the Crown Club experience and is designed to support coat condition, comfort and wellbeing. The 6 week schedule is non negotiable and cannot be altered or extended.

By joining Crown Club, the Client agrees to maintain this grooming rhythm throughout their membership term.

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### 3. Inclusions

Each Crown Club groom includes nail trimming and ear cleansing.

Complimentary nail trims between grooms are available as a walk in service subject to diary availability.

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### 4. Spa Benefits

Crown Club members receive 10% off all spa treatments and spa packages included in the Crown Club tier or when booked alongside a groom. This benefit is non transferable and cannot be combined with any other offer or promotion.

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### 5. Programme Duration and Renewal

Crown Club membership operates on a 12 month programme term.

At the end of the 12 month period, membership may be renewed with the Client's consent. No automatic renewal will occur without confirmation.

An annual Crown Club Renewal of £20 is payable upon renewal. This secures the continuation of the Client's place within the Crown Club and its associated privileges.

During the 12 month programme, the Client's grooming price is locked in and will not increase for the duration of the term.

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## 6. Payment Method and Commitment

Crown Club membership is paid by monthly direct debit across the 12 month programme term.

Payments will be collected on the 1<sup>st</sup> of each month unless otherwise requested.

Each Crown Club tier is based on 8 grooms per year, delivered on a fixed 6 weekly cycle. The total annual cost of the chosen tier is calculated and then evenly divided into 12 monthly payments.

By enrolling, the Client commits to a minimum membership period of 3 months.

Missed or failed payments may result in suspension of Crown Club privileges until balances are cleared.

This structure ensures:

- A consistent grooming rhythm for your dog
- A reserved place within our diary
- Simple, predictable monthly payments
- No large one off grooming costs

The monthly direct debit reflects a membership investment rather than a pay per visit model.

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## 7. Additional Services

Any services requested outside of the agreed Crown Club package must be paid for in full at the time of the groom.

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## 8. Membership Initiation

A one time Crown Club Initiation of £45 is payable upon joining. This payment is non refundable and secures the Client's place within the programme.

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## 9. Diary Privileges

Preferred days and times are offered as a benefit of membership.

While every effort is made to retain a consistent day and time, specific slots cannot be guaranteed indefinitely. However, Crown Club members will always be prioritised within the diary.

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## 10. Cancellations and Missed Appointments

Crown Club appointments are reserved exclusively for members.

Where an appointment is missed or cancelled outside of the permitted notice period, that groom is deemed used

and cannot be carried forward.

Any replacement groom required will be chargeable at the full standard rate.

Missed appointments do not pause, extend or alter the 6 week schedule.

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## 11. Deposit

A deposit must be held on file for all Crown Club members.

This deposit is non refundable in the event of a missed appointment or late cancellation and will be applied in line with Dog & Throne's standard cancellation policy.

Where a deposit is used, it must be replenished before the Client may continue within the Crown Club programme.

Should the Client leave Dog & Throne, any unused deposit balance will be refunded in full.

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## 12. Non-Transferability

Crown Club membership is personal to the named dog and household and may not be transferred to another dog or client.

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## 13. Priority Christmas Appointments

Priority Christmas grooming applies to the festive period only and remains subject to capacity limits and welfare considerations.

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## 14. Amendments

Dog & Throne reserves the right to amend or withdraw the Crown Club programme with reasonable notice.

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## 15. Application of Standard Terms

All standard Dog & Throne Grooming Terms and Conditions continue to apply in full to Crown Club members.