

## **CUSTOMER AGREEMENT**

### **PART 1 - GENERAL TERMS AND CONDITIONS**

#### **1. These terms**

**1.1 What these terms cover.** These are the terms and conditions on which we supply Services to our Clients. These Terms refer to:

(a) "Business Days" as any day other than (i) a Saturday, (ii) a Sunday, or (iii) a bank holiday in London, England.

(b) The "Booking Form" as the form which we will send to you for completion, confirming your details and the services which we shall provide to you subject to the Terms.

(c) The "Services" as the services which we shall provide to you as set out in the Booking Form.

**1.2 Why you should read them.** Please read these Terms carefully before placing an order with us. These Terms explain who we are, how we provide the Services to our customers, how the contract between us and you works, what to do if there is a problem, and other important information.

**1.3 How these Terms work.** These Terms are broken down into different sections:

**1.3.1 Part 1 - General Terms and Conditions** - These terms apply to all customers.

**1.3.2 Part 2 - House Rules** - These terms also apply to all customers.

**1.4 The contract between us.** The contract between you and us is made up of these Terms (Parts 1 and 2), your Programme Summary, the Booking Form (where applicable), and the invoice (which shall include any specific payment terms agreed upon).

#### **2. Information about us and how to contact us**

**2.1 Who we are.** We are Orange Ridge, our registered office is at 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom. We shall refer to ourselves as "we," "us," "our," or "provider" throughout these Terms. We shall refer to our customer as "you" or the "Client."

**2.2 How to contact us.** You can contact us by writing to our customer service team at [customersuccess@orangeridge.co](mailto:customersuccess@orangeridge.co) or by calling us at 02045381444.

**2.3 How we may contact you.** If we need to contact you, we will do so via email or telephone at the details you provide in your order or Booking Form.

**2.4 "Writing" includes emails.** When we use the words "writing" or "written" in these Terms, this includes emails.

#### **3. Our Contract with You**

**3.1 Placing an order.** Before we commence Services, you must complete a Booking Form. Upon submission, we will process your request and issue an invoice for payment.

**3.2 Acceptance of orders.** We will confirm acceptance of your order via email or telephone. If we cannot accept your order, we will notify you and issue a refund for any Services not provided.

**3.3 Changes to orders.** If you wish to change your order, contact us immediately. We will inform you of any changes to price, timing, or availability as a result.

#### **4. House Rules and Client Responsibilities**

**4.1 Providing accurate information.** You must complete the Booking Form truthfully. False or misleading information may result in termination of our contract without refund.

**4.2 Compliance with House Rules.** You must adhere to our House Rules to ensure the safety and well-being of all dogs in our care.

#### **5. Our Services**

**5.1 The Programme Summary.** We will send you a programme summary outlining the specific Services we will provide.

**5.2 Minor and significant changes.** We may make minor adjustments to comply with laws or improve Services. If significant changes occur, you may cancel and receive a refund for Services not yet provided.

**5.3 Termination of Services.** We may refuse or terminate Services if your dog is ill, aggressive, or if you fail to comply with our Terms.

#### **6. Price and Payment**

**6.1 Pricing.** The price for Services is specified on your invoice. Payment must be made in full before Services commence, unless otherwise agreed.

**6.2 Incorrect pricing.** If a pricing error is identified, we will contact you for confirmation before proceeding.

#### **7. Your Right to Cancel**

**7.1 Cooling-Off Period.** If booking online, you may cancel within 14 days for a full refund, unless Services have already commenced.

**7.2 Other cancellations.** If you cancel outside of the Cooling-Off Period, refunds will be issued at our discretion.

#### **8. How to End the Contract**

**8.1 How to cancel.** Contact us via email or phone with your invoice number and booking details.

**8.2 Refunds.** Refunds will be processed within 14 days. Deductions may apply for Services already provided.

### **8.3 Boarding Cancellation Policy.**

- If you provide **one month or more** notice before the start of the boarding service, you will be entitled to a **full refund**.
- If you provide **more than 48 hours but less than one month** notice, you will be entitled to a **50% refund**.
- If you provide **less than 48 hours** notice, **no refund** will be issued.

## **9. Our Right to End the Contract**

**9.1 Termination due to breach.** We may terminate our contract if you fail to comply with these Terms or provide incorrect information.

**9.2 Compensation.** If we terminate the contract due to your breach, we may deduct reasonable compensation for losses incurred.

## **10. Our Liability**

**10.1 Loss and damage.** We are responsible for foreseeable losses caused by our negligence but not for unforeseeable events.

**10.2 Limitations.** We are not liable for business losses or veterinary costs unless due to our negligence.

## **11. Legal and Dispute Resolution**

**11.1 Governing law.** These Terms are governed by English law, and disputes will be handled in English courts.

**11.2 Alternative dispute resolution.** If you are unsatisfied, you may contact an independent dispute resolution provider.

## **12. Consent Agreement**

By signing up for our Services, you agree to the following:

- **Group Boarding Consent** – I consent to my dog being housed with other suitable dogs during their stay.
- **Shared Sleeping Arrangements Consent** – I consent to my dog sharing a sleeping space with other compatible dogs.
- **Off-Leash Exercise Consent** – I consent to my dog being exercised off-leash in a secure and supervised area.
- **Crate Use Consent** – I consent to my dog being crated for safety, rest, or transport when necessary.

These Terms and Conditions apply to all customers of Orange Ridge. Please contact us with any questions before booking.

