



# Membership Policy

This is our membership policy. By purchasing a membership, you agree to abide by this policy. For any questions or assistance, please contact us at [info@doggybase.co.uk](mailto:info@doggybase.co.uk)

## Automatic Renewal

All memberships are automatically renewed each month. Membership fees will be charged to your chosen payment method on the renewal date.

## Membership Duration and Consistency

Memberships are based on an average of four weeks per month to ensure consistency throughout the year, as some months have different numbers of weeks.

## Cancellation

You are entitled to cancel your membership at any time via your online account. Cancellations must be made before the next renewal date to avoid charges for the following month.

## Session Usage

All sessions included in your membership must be used within the same calendar month. Sessions cannot be carried over to the following month.

## Unused Sessions

Any untaken sessions at the end of the month will be forfeited and cannot be refunded or credited to future months.

## Non-Transferable

Memberships and included sessions are linked to the registered dog and cannot be transferred to another dog.

## Changes to Membership

Membership options or terms may be adjusted at the discretion of Doggy Base. Customers will be notified of any significant changes in advance.

## Fair Usage

Memberships are intended for personal use only and cannot be shared between multiple pets or accounts.