ANIMAL MAGIC FAMILY

DOGGYCISE SESSIONS

Our safer alternative to dog walking! Your dog will be collected with our "Doggy Chauffeur" service and brought to our secure field for an hour of supervised fun and exercise with friends!

This service is ideal for dogs who can't be let off lead in a public environment - or for those who need that extra bit of energy release. Consistent training is provided as part of our service.

Benefits

- Ideal for dogs who can't be let off lead in a public environment - or for those who need that extra bit of energy release
- Consistent training is provided during each session
- We are able to offer separated exercise areas for dogs who cannot be socialised for any reason - so don't feel your dog has to miss out if he / she must be kept apart from others

Daily Schedule

- Doggycise runs Monday to Friday
- Slots are available at: 10:00am, 12:30pm and 3:00pm.

We are only able to serve a 5 mile radius from our base in Oakworth for Doggycise - apologies for any inconvenience this may cause!

www.animalmagicfamily.co.uk

enquiries@animalmagicfamily.co.uk
01535 500910

Animal Magic Family Ltd. 12131225 | Sheep Hills, White Hill, Oakworth, Keighley, BD22 0QJ

DOGGYCISE SESSIONS

CLIENT REGISTRATION

FULL NAME OF OWNER	
ADDRESS	
TELEPHONE NUMBERS	
EMAIL ADDRESS	
DESIGNATED EMERGENCY CONTACT WHEN AWAY	
REGISTERED VETERINARY SURGEON & TELEPHONE NUMBER	
ANNUAL VACCINATIONS DUE (ALL CANINE VACCINATIONS ARE MANDATORY AND A PHOTO / COPY OF EACH RECORD MUST BE PROVIDED)	
MICROCHIP NUMBER (MANDATORY FOR DOGS)	
NEUTERED ON (FEMALE DOGS MUST BE SPAYED)	
PET NAME	
PET TYPE, SEX & BREED	
DATE OF BIRTH / AGE	
PLEASE LIST ALL BEHAVIOURAL PROBLEMS (IF ANY!)	
PLEASE LIST ANY MEDICAL HISTORY (WHICH IS OR MAY BE A RECURRING PROBLEM IN FUTURE) – INCLUDING ALLERGIES	
IN THE EVENT OF A MEDICAL EMERGENCY WHILST IN THE CARE OF AMF (ESPECIALLY IF REQUIRING EUTHANSIA) – WOULD YOU PREFER TO BE NOTIFIED IMMEDIATELY OR WAIT UNTIL YOU RETURN HOME?	
IS THIS PET INSURED?	
MEDICATION TO BE ADMINISTERED	

PLEASE NOTE

DOGS IN OUR CARE WILL ALWAYS BE KEPT ON A LEAD UNLESS IN A SECURELY FENCED / ENCLOSED AREA.
WE OFTEN TAKE DOGS TO PUBLIC WALKING AREAS SO PLEASE BE HONEST ABOUT BEHAVIOURAL ISSUES.

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ANIMAL MAGIC FAMILY

TERMS AND CONDITIONS

Doggycise

£15.00 for 60 minutes

- Dogs will be exercised in groups of 10 or less.
- Your dog will be collected from your home at an agreed time and returned after the walk – therefore it is necessary that we hold a key. We hold Key Cover insurance.
- Customers will be collected via our Pet Taxi service and brought to our Oakworth venue for their exercise session. Travel time is excluded from the hour.
- We will not exercise any dog who has been seen to display aggressiveness tendencies towards animals or humans.
- If you have rescued your dog (from any individual or organisation), please inform us of as much history as you are aware.
- We do not take on dogs who cannot commit to at least one fixed day per week. This is to ensure that regular socialisation is maintained, which will help avoid hostility issues occurring.
- All dogs must be fully vaccinated (to include Lepto 4 and Kennel Cough). A photo / copy of your vaccination, flea and worming treatment records must be emailed / handed to us ASAP, and again each time a booster / treatment is administered. Our email address is: enquiries@animalmagicfamily.co.uk
- All dogs must be wormed for all known species at 3 month intervals (maximum).
- Under no circumstances should you allow us to collect your dog if fleas are suspected / seen. PLEASE check for them regularly and treat on a monthly basis. Do your best to keep your home flea-free!
- Please do not send your dog to us if he/she seems unwell.
- Please be honest about behavioural problems. We provide ongoing training and can resolve most issues sooner or later - but we have to protect our clients and personnel – and will have to charge a replacement fee if any of our or other customer belongings are damaged!
- Please provide consistent training for your dog whilst at home and out in public. Do not allow them to jump up, pull on the lead – or give them too many treats! All of these things are likely to result in problematic behaviour and will be more difficult to manage the older they become. Whilst in a group environment, it also teaches well behaved dogs bad manners!
- We will refresh your dogs water at our visit. We can feed him/her if required too!
- If your dog requires any medication during our visit, please remember to provide clear instructions – in writing.
- Please let us know if your dog is not allowed any treats or has any specific dietary requirements.
- Please be aware that even though we do our very best to avoid it(!), during winter and spring months your dog is likely to get a bit wet and muddy. We don't send any dog home covered in mud – but if your pet is a pampered pooch and / or has long hair, our Doggycise sessions may not be for you during this time of year!
- Please take note of the "Off Lead Permission" form – and please let us know in writing if you would rather your dog not be allowed off the lead.
- All AMF Doggycise team members are CRB checked and hold insurance for the task.
- All AMF team members have been trained in Pet First Aid and carry a Pet First Aid Kit - therefore are able to treat minor injuries immediately and on site. If we feel that the injury and treatment are out of our range of expertise, your dog will be taken to a vet. We will contact you en route. If your own vet is unreachable for any reason, we will take your dog to the nearest vet with emergency facilities.

- We are registered with Vets for Pets in Keighley, Stanley House and Mearley Veterinary Groups.
- Additionally, by signing this form, you are giving us permission for the following: For your dog to interact with other dogs in both indoor and outdoor play and exercise environments; For your dog to be walked with other dogs in a "group" walk; For your dog to be separated from other dogs (either in a room or XL crate) should a negative incident occur; For your dog to be separated from other dogs (either in a room or XL crate) should a negative incident occur; and that the maximum length of time a dog can spend in a closed crate is 3 hours.
- If your dog is booked in and unable to attend for any reason, please let us know by 9:00am on the day. Regretfully, refunds will not be issued.
- Not all dogs will suit Doggy Day Play, Group Exercise – or travelling. If at any point this becomes apparent with your dog, we will be honest and explain our reasons – and suggest alternatives. The safety of our clients and personnel is paramount.

Payment Conditions - Doggy Day Play, Doggycise & Dog Walking

- Payments should be made monthly in advance, by the 1st of each month (we accept cash, bank transfer or card via a portable Worldpay reader).
- All Doggycise, Dog Walking and Doggy Day Play customers must pay for at least one fixed day per week, but are able to add additional days (on a separate payment) as required.
- Please let us know how many fixed days you would like to pay for, as invoices will be sent out on the 25th of each month.
- Payments are due all year round to retain your space.
- Please note we are closed for Doggycise, Doggy Day Play and Dog Walking between 25th December and 1st January – therefore invoices for this period will be amended accordingly.

	Day Play	**30 Mins**	**1 Hour**
1 Fixed Day	£108.33	£ 43.30	£ 65.00
2 Fixed Days	£216.67	£ 86.67	£130.00
3 Fixed Days	£325.00	£130.00	£195.00
4 Fixed Days	£433.33	£173.33	£260.00
5 Fixed Days	£487.50	£216.67	£325.00

All prices exclude VAT.

Payments / days / walks are not refundable / will not roll over to the following month – unless Animal Magic Family is at fault for any reason.

PRINT NAME _____

SIGNED _____

DATE _____

PERMISSION TO ALLOW OFF LEAD EXERCISE IN PUBLIC SPACES

As a general rule (and as per our insurance requirements), we do not let our customers dogs off the lead whilst in public places. However, we do appreciate that some owners would prefer us to let them off (and that a lot of dogs are better off the lead than on one) and we are happy to do so as long as we feel the dog in question will stay with us and not run off. We would also ask you to please sign the declaration below – as in the unlikely (but always possible) event of an incident occurring whilst off lead, we will not be insured and will not accept any responsibility for any injury, damage - or chaos your dog may cause!

We only visit places which are safe to access (either away from the road – or we will lead them until they are away from the road) and always make sure all dogs are in our eyesight and earshot in any case. Our customer's dogs are as precious as our own!

FULL NAME _____

DOG(S) _____

SIGNED _____

DATE _____

WALKER _____

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MEMBERSHIP

Our Regular Customer Membership Package - £99.00 per year

All regular Doggy Day Play, Dog Walking, Doggycise and Doggy Stay Over clients are required to hold Animal Magic Family Membership. As a VIPF (Very Important Pooch Family) Member, your dog will receive Animal Magic Family branded and personalised (to your dog!):

- Collar
- Lead
- ID Tag
- Travel Harness (if worn)
- Doggy Bag
- Cool Bag
- Food and Water Bowls
- Towel
- Car Window Sticker
- Keyring
- Free Gift

They Will Also Receive:

- Enrolment onto our Achievement Programme - and receive awards as each step is achieved
- Training and Progress Record
- Nutritious Food and Treats when in attendance (unless you opt out!)
- Nutritious Food and Treats when on Doggy Stay Over (to your preference)
- 5% Discount off Food and Treats from our suppliers
- Free gifts and discounts from supplier partnerships
- Regular professional photographs taken whilst with us, displayed in their own private gallery! Discounted keepsakes will be available for you to purchase at your leisure.

We also offer a range of membership options for our Perfect Pet VIPF Club, which are open to all UK pet owners.

Please see the enclosed booklet for more information.

MEMBERSHIP INFORMATION

FOR OUR REGULAR CLIENTS

All of our regular (weekly) Doggy Day Play, Doggycise, Dog Walking and Doggy Stay Over clients are required to hold at least our Standard VIPF Membership package. Our membership programme hosts a wide range of benefits for you and your dog, and over time aims to provide a significant reward for your loyalty to our services. We appreciate that other pet care providers do not run a membership programme, so here are the answers to a few questions you may have:

If you're wondering why…

AMF has a membership programme:

Victoria introduced the AMF membership programme in 2019, to further embrace the family aspect of the Animal Magic Family services and goals. We aim to be the best pet care provider, one of a kind – and move forward to spread the AMF values and high standards of service throughout the UK via a franchise network.

We put an extreme amount of effort into ensuring that our facilities are safe, our services are beneficial to and suitable for all owners and pets; that our brand and values are strong; and of course that each and every pet in our care has their best day, every day.

We only welcome owners who support our values and goals, and are excited to see our plans unfold over years to come. If you are just looking for a casual drop-in day care centre, – or ad hoc walks, sadly we are not for you. In addition to our membership programme, we have a strict "at least once a week" rule – and payment must *always* be made in advance, with no exceptions.

Do I need the welcome pack?

The welcome pack which is specially made to order for all *new* members consists of products which are intended to be used during your dogs time with us:

- We maintain high levels of hygiene here, so each dog having their own designated items helps minimise the spread of infection and disease.
- The branded aspect shows that your dog represents Animal Magic Family, and in turn conforms to our Licensing regulations by being relatable to our business at all times.
- By using products which we have responsibility for replacing and access to check regularly, we can ensure that all equipment used for your dog remains in good repair, clean and secure at all times.
- Your "doggy bags" will accompany us when we take your dog on adventure walks. Having everything they need to hand in an easy to carry bag, is invaluable on these day trips.
- All leads are the same style and length to ensure walks run smoothly – it has never been easy for anybody to walk a group of dogs who have different styles and lengths of lead!
- In addition to all of the practical qualities of your pack, it looks pretty great too!

Is the minimum fee £99.00?

Overall, the £99.00 helps assure us that you intend to be a loyal customer and have not just chosen our services as a short-term solution. We welcome your dogs into our family, our home, our lives – in other words, we like to think that when your dog starts with us, we are commencing the start of a long term relationship!

Here is a brief breakdown of what your membership fee covers:

New Membership	* The welcome pack costs around £100.00 to produce. * The additional benefits amount to at least 10 hours of time spent (per dog per year) outside of the usual content of service. * Between £75.00 and £375.00 is spent on food and treats per dog per year (depending how often your dog attends). * The training and progress assessment week takes place every 3 months and your dog will receive a certificate and award for each achievement. * Free gifts and discounts are given out every 3 months.
Year 2 Renewal	In addition to your original membership benefits; free gift at renewal – and the likelihood of needing replacement items, your scheduled annual payment will help us plan for ongoing improvements to our doggy facilities and vehicles several times a year.
Year 3 Renewal	In addition to your original membership benefits, you will receive a 20% discount across all our venue based services for the whole year. Your initial payment will again be used for improvements.
Year 4 Renewal	Still keeping your benefits achieved to date, you will be offered the opportunity to be a shareholder of Animal Magic Family Ltd – meaning that you will be entitled to an annual dividend every Autumn. If you choose not to take a share, then instead you will receive a 30% discount across all our venue based services. Please bear in mind that to be eligible for either a share or a 30% discount, you will need to have been a constant VIPF member and have been using our services weekly for 3 years.

What if I don't want to be a member?

If you believe that our membership programme is an unnecessary expense and would rather not have to pay it, then we completely understand! We cannot and will not force you to pay for something you do not want. But sadly in this case, Animal Magic Family is not for you. All of our customers to date are members and it would be very unfair on them for us to now accept new customers who do not agree with our terms of service. We will *always* choose loyalty over volume.

I would love to become an AMF VIPF Member… When do I need to pay?

That's great news! You will be invoiced for your first membership fee along with your first full months service invoice:

- If your dog starts part way through a month, you would initially be invoiced only for the remaining sessions left in that month.
- Thereafter, all invoices are sent out on the 25th of each month, to be paid in advance of your scheduled services BY the 1st of the following month (i.e. by the last day of the month that you receive the invoice).
- If your dog starts with us before they have reached 9 months of age, please bear in mind that their collars, leads, harnesses and bowls are likely to be made with anticipation of the size they are expected to be when fully grown. In addition to branded and personalised puppy sized items being a wasted expense, the branding and embroidery will not fit onto any of these items below a certain size.

What improvements will my membership money pay for?

Here is a schedule of our proposed improvements to Animal Magic Family Pet Retreat at Sheep Hills:

- Drainage and new turf to all play areas
- Tarmac driveway and car park
- 6 foot high, 50mm hole welded mesh fencing around our perimeter and exercise field
- 4 foot high, 50mm hole welded mesh fencing around all internal enclosures
- Expansion of our grooming salon
- Expansion of our pet shop
- Indoor soft play area
- Doggy Lagoon (a swimming pool for dogs!)
- Fully equipped agility course and play area
- More (dog friendly) trees and shrubs
- Hydrotherapy pool, water treadmill and veterinary care room
- New vehicles for each of our Doggy Chauffeurs!

All areas will be available to hire 7 days a week when complete!