



Terms and Conditions

Before the groom, it is your responsibility to:

- Ensure your pet has had ample opportunity to go to the toilet before their groom.
- Ensure your pet has not been fed **1 hour** before their groom.
- Ensure your pet has had any medication they need.
- Ensure your pet does not have fleas.
- Ensure your pet is up to date with all vaccinations **2 weeks** before their groom. This is imperative, especially for puppies joining us for their first groom.
- Inform us of any new medical conditions, injuries, procedures including spaying/neutering or any out of character episodes. This applies each time you visit. Any new change is important for us to know.
- Inform us of any changes to your personal or contact details.
- Inform us if your bitch is in season or in whelp (expecting puppies).
- Inform us of any lumps, bumps or warts. However big or small.

We reserve the right to:

- Turn your pet away at the time of the appointment if they appear unwell. This is for the safety of your pet and others in our care.
- Apply any additional charges if applicable such as de-matting, late collection, missed appointment or flea charges. **Please note that all quotes given are a GUIDE ONLY.** The price can increase if the groom takes longer due to poor coat condition, behaviour, size of your pet and coat density. We will always endeavour to inform you of any additional charges before the groom starts, however this is not always possible as extra work can be discovered throughout the groom.
- Turn your pet away if she is in season or we have reason to believe she is in whelp (expecting puppies). This is for the safety of your pet.
- Turn your pet away if they are not up to date with their vaccinations or have had their vaccinations less than 2 weeks ago. We also may ask for your vaccination card as proof.
- Turn your pet away if your pet has fleas. **We charge an additional £12 if fleas are found during the groom.** This covers the cost of specialist flea removal products used and disinfection & deep cleaning of the salon. We will provide evidence of the presence of fleas for your peace of mind. Whilst the flea removal products will remove all live fleas on your pet at the time of the groom, it does not prevent new fleas jumping back on. It is your responsibility to seek veterinary treatment and to treat your home/car on departure.
- Take a 50% deposit at the time of booking to reserve your appointment. We may introduce this policy at any time. This is to cover the cost of missed appointments which could have been given to others. Your deposit will be refunded if you give us no less than 48 hours notice.

- Turn you away if you are more than 15 minutes late for your appointment. Unfortunately, we cannot guarantee your appointment will still be available.
- If you do not collect your pet at the agreed time. **We charge £5 per hour or part hour for pets that remain in holding after the agreed pick up time.** We may not always have the safe capacity to hold on to your pet.
- Ask you to collect your dog if a skin condition, injury or condition is discovered during the groom that we were not made aware of. We may ask you to collect your dog and bring them back to complete the groom after veterinary care has been sought. We will charge for any work completed and will ask for the remainder after the groom is complete.
- Ask you to collect your pet if we cannot safely conduct the groom. If work has been done but could not be completed, the work done so far will be charged for. *For example, if your pet is not being co-operative, we would not want to risk injury to your pet or a member of staff. Therefore, we may ask you to collect your pet and work completed will be chargeable. Even if the groom has not been completed.* We may ask you to bring your pet back at a later date to allow them time to calm down.

Our responsibility to you...

- We will always take the best possible care of your pets. We will always treat them like our own.
- We will always try our best to take all of your requirements and requests into consideration.
- We will always report anything new we observe with your pet. The groomers is the best place to find new lumps, bumps and warts.
- We will always take special care of elderly pets or pets with physical limitations such as ‘Hip Dysplasia’ or ‘Arthritis’. Sometimes - it’s comfort over aesthetics.
- We will only ever use clean, sanitised equipment on your dog to prevent cross contamination.
- We will always be happy to help if you have questions or would like advice. We will only recommend equipment or products we would use on our own pets.

Whilst every precaution and care is taken whilst your pet is with us, we will not accept responsibility for any loss, injury, death or illness.

Please ask if you have any questions or queries about our Terms and Conditions, we would be happy to help.

Owner Sign.....

Owner Print.....

Date.....