

TERMS AND CONDITIONS

DOG GROOMING



CANCELLATIONS

Less than 24 hours notice 100% charge of services booked. We require 48 hours notice for any cancellations or reschedule of appointments

MISSED APPOINTMENTS

Full charge of services booked payable before any new appointments can be made.

LATE APPOINTMENTS

If you are more than 15 minutes late to collect your dog, late collection fees will apply - £5 fee per every 15 minutes late.

If you arrive to your dogs appointment late, we may not be able to complete the full grooming service that is booked. We will do our best to do what we can in the time remaining, the full price of services booked will still apply.

PREGNANCY

We cannot accept pregnant dogs for grooming.

BEHAVIOUR

If a dog attempts to bite any of our groomers, a muzzle permission form will need to be signed by the owner in order to continue. We have the right to stop the groom at any point if we feel your dog is too stressed or if there is a risk of injury to your dog or a member of our grooming team due to the dogs behaviour.

If your dog is very nervous or stressed we will of course be gentle and take our time with them, but if we feel they are becoming too stressed we will stop the groom and work with the owner to put a grooming plan put in place going forward.

COLLECTION TIMES

Please notes we may have to adjust collection times during the groom if it is more difficult or taking longer than expected due to coat condition or dog's behaviour, this will be charged on an individual basis.

HEALTH

By booking your dog for a groom, you agree that your dog is fit, healthy & fully vaccinated (at the time of the appointment)

If your dog's health causes concern or your dog becomes unwell during the grooming process, HFB groomers will contact their owner and, if necessary, stop the groom until the dog has been checked by their vet and ok'd for grooming. We will then charge for all services carried out up to that point.

The owner agrees that the groomer will not be held liable or responsible for any issues that arise due to a pre existing health or skin conditions and will disclose all health information on the arrival or their dogs appointment.

PARASITES

If parasites are present on arrival, we will be unable to accept your dog for grooming and the full cost of services booked will be charged. If parasites are found to be present once the groom has started, a charge will be applied. Tick removal/flea charge is £5.

MATTING

If your dog arrives for their appointment with a matted coat, you will be required to sign a matting consent form before any grooming can take place. Matting fee will apply from a minimum of £15 extra.

You understand that the grooming process can cause irritation and abrasions during the process of de-matting and agree that the groomer will not be held responsible for this. We will always work in the best interests of your dogs welfare.

PRICES

Please note our advertised prices are guide prices for your dogs breed, these may vary depending on style of groom, coat condition and behaviour.

***We accpet cash or bank transfer payments ONLY
Bank transfers must be paid before or during your dogs appointment.***