



## **HEALTH AND WELFARE**

Whilst in our care, health and welfare of our clients' pets is our primary concern and will only be groomed according to its tolerance of the process. If your pet is fearful of any of the grooming process, a workaround will be employed, or alternative sessions will be discussed. Occasionally during grooming a pre-existing condition may be discovered which the client may not have been aware of. We will notify clients accordingly, so that veterinary advice can be sought. Although extremely unlikely, accidents can happen during grooming. In the event of an accident or serious medical issue arising during the groom, clients authorise us to seek emergency veterinary treatment.

## **GROOMING FEEDBACK**

You will be given detailed feedback after the grooming session. If you have any queries or need further clarification, please just ask. If you are dissatisfied with any aspect of your pet's groom please let us know before you leave. Reasonable requests to alter the trim will be dealt with immediately or changes noted for the next groom. We are more than happy to advise you about how best to care for your pet's coat for good maintenance between grooms.

## **PRICING**

Note that starting prices are as follows:

- For pets which are used to being professionally groomed on a regular basis
- For pets whose coats are well maintained between professional grooms (kept tangle and matt free by regular brushing or combing).

Clients can expect to pay more than the starting price for the following:

- Matted, poorly maintained or overgrown coats
- Pets which are difficult to manage, uncooperative or aggressive during grooming
- Timid, anxious or nervous pets, which require frequent breaks & may need special handling

These cost more time, labour and/ or additional products, so higher charges will apply. If we are unable to complete a groom due to behavioural problems or aggression you will be charged the starting price of the groom.

All costs are payable in full at the time you collect your pet.

## **EXCLUSIVITY**

If your pet will not tolerate the presence of other dogs in the salon there will be an extra charge for salon exclusivity. Please contact us to discuss this.

## **TIME KEEPING**

Please be punctual. Grooming is by appointment only and time is booked at your request exclusively. Any no-shows will be charged, as it is lost labour time. We can provide a free appointment reminder by text or email.

Please phone if you are running late; unforeseen circumstances can arise. However clients arriving more than 30 minutes late can be considered a missed appointment and will incur a charge. If you need an earlier drop off/ later collection time due to other commitments, please discuss this with us at the time of booking.



Most grooms take between 1 ½ to 2 ½ hours or more depending on the size and temperament of the pet and its coat condition. You will be advised what time to collect your pet. It is advisable not to return to the salon before this time, as your presence may distract your pet during the finishing stage of its groom.

If your pet is collected after closing time, a sitting fee of £5 per 30 minutes applies. If you incur any additional fees, they are payable in full upon collection of your pet.

### **CANCELLING AN APPOINTMENT**

We respectfully request 48 hours notice to cancel or re-arrange an appointment so that the slot can be offered to other clients.

### **NO-SHOWS & LATE CANCELLATIONS**

The full price of your pet's groom must be paid in full for any failure to turn up for an appointment, or for on the day cancellations. This is because as a small business Bellamy's Pad cannot afford redundant staff, building and equipment, when they should be grooming your pet. For notice within 24 hours a charge of 100% of the groom cost will be payable before any future appointments can be booked.

### **NEGLECTED & MATTED COATS**

In the event that your pet's coat is badly matted or suffering severe tangles and needs to be clipped down, Bellamy's Pad will not be liable for any post-grooming effects of this procedure, which is not without risk.

Clients will be advised of any poor coat condition and will be given an estimated cost for any suggested procedure to improve/clip down the coat. Such procedures take considerably more time than a routine trim, therefore will incur an extra charge.

Bellamy's Pad reminds clients of The Animal Welfare Act 2006 (clause 5 – Animals are to be protected from pain, injury and suffering).

### **AGGRESSIVE & POORLY SOCIALISED DOGS: THE DANGEROUS DOGS ACT**

Bellamy's Pad reserves the right to refuse to groom any pet at risk of harming the groomer or itself. If your pet is accepted for grooming & displays any aggression not previously advised, the groom may be terminated and clients will be contacted. The full starting price of the groom will be imposed.

Clients must inform Bellamy's Pad prior to grooming if your dog has ever bitten or displayed any aggression. Failure to disclose this information may result in refusal of further services. Your attention is drawn to the Dangerous Dogs Act, which holds owners liable for bites and injuries caused by their dogs.

### **TOILETING PRIOR TO VISIT**

Please ensure your dog has been given the opportunity to go to the toilet before arriving at the salon, whilst we understand accidents can and do happen we would really appreciate if they do it before they come so we can keep the salon as clean and fresh as possible for you and other clients.