

Snazzy Pawz By Yazzy

Pet Grooming Terms and Conditions

At Snazzy Pawz By Yazzy, the health and well-being of your dog—and all dogs in our care—are our top priorities. To provide the best possible, stress free grooming service, we require all pet owners to agree to the following conditions. By requesting a booking, you confirm your acceptance of the below listed terms:

- Your dog must be fit and healthy. If you are aware of any health or welfare issues, you must advise us when booking.
- We will consider accepting your dog for grooming, if they are sick or elderly, provided that you understand and agree that grooming will be carried out entirely at your risk.
- In the interests of the health of all dogs in our care, your dog must be vaccinated. We may ask you for written evidence that such vaccination is up to date.
- Also, for the health of dogs in our care we advise that your dog has regular preventative flea treatment supplied by a Vet or suitably qualified medical professional. We cannot be held responsible for the contraction of ectoparasites.
- If required, an upcharge will be added to the service if your dog is found to have fleas, we will notify you of this.
- Should your dog become ill or be injured whilst in our care, we may seek the appropriate veterinary advice. The expense of doing so and any medication supplied will be your responsibility unless it can be clearly shown that such illness or injury resulted from any act or neglect on our part.
- We will always do our best to give you as accurate an estimate as possible of the cost of grooming your dog. Such an estimate will be based on an average dog of the breed and type. It must be appreciated, however, that some dogs may require additional and unforeseen work (such as removal of excess matting) - this will be charged at an hourly rate (allowing extra working time allows the groomer to safely remove matts) which we will agree with you in advance. In some cases, it may be necessary for you to bring your dog back at another time to complete the groom, so as not to inconvenience others.
- Grooming may expose pre-existing skin or other health problems for which we cannot be held responsible.
- For the health and safety of groomers, visitors, other dogs and your dog in our care is important to us, therefore, reserve the right to refuse to groom any dog which is aggressive, disruptive or otherwise presents a risk to our groomers, and other dogs in our care or itself.
- If you arrive more than 15 minutes late for an appointment, without contacting us, then we reserve the right to reschedule your appointment and charge a cancellation fee.
- Appointments cancelled/rescheduled in less than 24 hours notice will be required to pay for the full service.
- Photographs will be taken of your dog before, after, or during its groom. We reserve the right to use these photographs in our marketing activities unless you notify us otherwise.
- Should your dog's temperament place itself or other groomers or other dogs in danger, then the groom will be stopped, you will be required to collect your dog, and the full cost of the groom will apply, however little grooming has been carried out.
- Snazzy Pawz By Yazzy Pet Grooming will not force any procedure on your dog, therefore if your dog objects to any part of the groom that part will not be performed. Price reductions will not be offered for incomplete grooms due to the dogs' temperament.
- If we have tried unsuccessfully to contact you and we have become concerned that your dog has been abandoned, we will refer it to Birmingham's Dog Wardens or other relevant authority.

Please reach us at yasmin@snazzypawzbYYazzy.co.uk if you are unable to find the information to your request, we aim to respond within 24 hours.