

Terms And Conditions of Business

November 2025

Thank you for entrusting the care and attention of your pet to Dotty Dogs Grooming Salon in Hexham.

This document sets out the terms of the contract between us (Dotty Dogs Grooming Salon) and you (the registered owner or keeper of dog using our services). This contract applies when you register an animal with us or when you ask us to provide dog grooming services. These Conditions constitute the entire agreement between the parties, supersede any previous agreement or understanding and may not be varied except in writing between us. All other terms, express or implied by statute or otherwise, are excluded.

Our Dog Grooming Salon in Hexham

Dotty Dogs Grooming Salon
Unit 1, Sezze Building
Hexham
Northumberland
NE46 1AF
01434 629039

Fees

Fees are depending upon breed, size and coat condition. Our groomers are only able to advise a more accurate quote upon seeing your dogs coat condition. Where phone, or digital information (IE – email) is advised on pricing, please note this will only ever be an estimate of costs, and this would normally be an estimated price based on the information provided (size, breed, last groom).

Methods Of Payment

We accept card, cash and bank transfer. All payments must be made after your dog grooming appointment, and before leaving the salon. You can also pay before your appointment.

Inability To Pay

We are a small business, therefore cannot offer credit terms, or invoicing for later payment. We rely on cash flow to maintain our business and pay our staff. If you have forgotten your payment method, we do accept bank transfer. In the event you do not use online banking, we would politely ask you to call us at your earliest convenience when you get home to make payment over the phone. Please be aware, our team will call you before the day has ended, or the following day.

Estimates Of Treatment Costs

We can provide an estimate either in person or over the phone / email. Please be aware that if we cannot physically see your dog in person then an estimate will be based on the information you provide us (breed, size, coat condition, previous groom date). For a more accurate estimate of grooming, we would encourage you to pop in so our groomer can assess your dog's coat. As standard, our groomers will do this on your first appointment. Please note, our website prices are "from", which indicates what we would expect the breed / size of dog to cost you. Prices can be subject to change even after inspection as time of grooming can be affected by a dog's tolerance to be groomed, but we will always try and be as transparent as possible.

Parking and entering our premises

Parking is available to the rear of the salon, and a drop off space (shared) is available at the front of the salon. Please be aware that cars are parked at owner's risk. Please Park only in our designated bay, and please be aware that the front drop-off space is within 2 metres of a main road. The entrance to the salon is 5 metres from a main road, so ensure when approaching the salon, you check your dog's harness and collar is a tight fit, and you have a secure grip of your dog. If you need assistance, let us know ahead of arriving. Please be aware that we cannot take any responsibility for your approach to the salon, parking, or journey, and that our duty of care begins once we move your dog from our reception area to our prep area (through reception). Please take care.

Complaints And Standards

We hope you never need to complain or leave negative feedback, but in the event that you do, please contact the business owner, Melanie, on 01434 629039. Please note – we try very hard to provide the highest quality service and care. We would appreciate that you speak to us with any concerns or complaints before going to the public domain. Giving us the opportunity to correct any issues you have is so important for small businesses.

Social media

As our work is 100% visual, we are very active on social media. It is part of our terms and conditions that we can use images of dogs in our care, and our groomers will always ask, but please make us aware if you would not like us to use any images of your dog. Note, we will only ever refer to your dog by their first name ONLY, and breed. Your personal data will NEVER be used on our social media platforms.

Our Staff

We will treat you and your dog with courtesy and respect, we do not tolerate any kind of abusive behaviour towards our staff and in the event we feel this is the case, we will refuse current and future services at our company.