

Salon Policies and Terms and Conditions

**Booking and Appointment policies:**

**Pre-Grooming instructions:** Ensure your dog relieves themselves before the appointment and abstains from food 30 minutes prior.

**Vaccination requirements:** All dogs must be up to date with vaccinations, flea and worming, and puppies must be fully vaccinated before grooming.

**Medical condition:** Customers must inform the groomer of any medical conditions their dog may have before the groom starts.

**Dog Safety:** Dogs are left at the owner's risk, and we reserve the right to refuse service to any dog or customer without explanation.

**Deposit:** A £15 deposit is required upon booking to secure your appointment.

**Late Charge**: A late fee of £5 per 30 minutes will be applied for appointments exceeding the scheduled time of collection.

**Cancellation Policy:** A 48-hour notice is required for cancellations. Deposits are non-refundable within this timeframe. Cancellations made on the same day as the appointment will incur the full grooming cost.

**Dangerous Dogs Act:** For the safety of all clients and staff, dogs falling under the Dangerous Dogs Act 1991 (1997) are not permitted in the salon.

**Grooming Policies:**

**Special Circumstances:** Pregnant bitches or those in season will not be groomed.

**Additional Groomers:** In some cases, two groomers may be required, incurring an extra charge of £10 for every 30 minutes.

**Flea Charge:** A £12 fee will be applied for cleaning and infestation control.

**Aggressive dogs:** Aggressive dogs may be muzzled for safety of the dog and owner. Owners must inform the groomer if this is unacceptable before the groom.

**Health Concerns:** We reserve the right to refuse grooming if a dog appears unwell under a duty of care.

**Discovery of health condition:** Groomers may uncover undiagnosed health conditions during grooming, which will be communicated at the end of the session unless requiring immediate attention. The salon and groomer are not liable for any aggravation of existing or newly discovered conditions.

**Accidents:** While rare, accidents can occur during grooming. By availing our services, you grant us the right to seek medical attention for your pet at your expense.

**Photography and Videography:** Permission is granted to take photos and videos during grooming sessions for promotional purposes on social media and the website. If you do not consent to this, please inform the groomer before the grooming session.

**Customer Satisfaction:** If you are dissatisfied with the grooming, please notify us upon picking up your pet. We will make every effort to rectify the situation at no additional charge. Complaints made after 72 hours may incur a full regroom charge.

**Disclosure of Pre-existing Condition:** Customers must disclose any pre-existing conditions their dog may have before grooming.

**Fearful dogs:** For fearful dogs, a rehabilitation program can be arranged at an additional charge, tailored to suit the needs of both the dog and owner.

**Price Adjustments:** All charges are subject to change and may vary based on coat condition, breed, weight, size, and infestation.

**Anal Gland Expression:** We do not provide anal gland expression services as part of our grooming procedures.  
  
**Medicated Shampoo:** Medicated shampoo may be used if prescribed by a veterinarian.

**Shaving Policies:** We do not shave double-coated breeds unless specifically requested and approved by a veterinarian with written documentation.

**Matting Policy:**

**Coat condition**: Matting may incur additional charges due to the time and effort required for grooming.

**Skin irritation**: Skin conditions may occur during and after matting has been removed, this is a pre-existing condition cause by poor coat management and the groomer is not liable for this

**Time**: Server matting may increase grooming time, this will incur an extra charge.

**Rebooking**: on rare occasions a groom cannot be finished due to the severity of the matting and time required, from this a follow up appointment will need to be booked at an extra charge

**Stress free:** all grooming endeavours to keep your dog stress free and this will entail extra breaks and working with the dog where possible to ensure a comfortable experience when grooming a matted coat.

**Infestation**: Matted coats can hide infection, this will encore an extra charge of £12

**Any injuries incurred from a matted coat**: the groomer is not liable due to coat condition or underlying health issues

*Matting may affect the overall quality of the groom due to coat condition*

*Matting may cause for lost time during a groom and therefor removal of matting takes priority over styling for the animal’s welfare and duty of care towards the animal*

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**Salon Policies:**

**Late Arrival:** Arriving more than 15 minutes late may result in refusal of service or additional charges for rescheduled appointments. We will endeavour to accommodate where possible.

**Cancellation by Phone:** Cancellations are only accepted via phone during specified hours.

**Salon Exclusivity:** Exclusive use of the salon may be arranged for an additional fee.

**Groomers Qualification:** Our groomers are fully qualified, insured, and experienced professionals with pet first aid training and qualification.

**Payment:** Payment is due before or upon collection of the dog.

**No Cage Drying:** We do not utilize cage drying methods for the comfort and safety of your pet.

**Extreme Weather Policy:** We reserve the right to reschedule appointments in extreme weather conditions for the safety of the dog.  
  
**Cleanliness and Maintenance:** The salon will be diligently maintained to ensure a clean, tidy, and well-presented environment for both pets and clients.

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