

## Niteingales Pet Services – Grooming Terms & Conditions

By booking a grooming appointment with Niteingales Pet Services, you agree to the following Terms & Conditions. These ensure the safety, wellbeing and fairness for all pets and owners.

### 1. Appointments, Cancellations & No-Shows

- Cancellations made with less than 48 hours' notice will incur a 25% charge of the total groom fee.
- Cancellations made with less than 24 hours' notice or no-shows will incur a 50% charge of the total groom fee.
- Fees must be settled before another appointment can be booked.
- Repeated no-shows may result in refusal of future bookings.

### 2. Pricing & Time-Based Fees

All grooms are priced according to the time taken, coat condition and the individual dog's needs.

Additional charges may apply for:

- Behavioural needs – Dogs requiring extra time for settling, handling, or safety.
- Style cuts – Breed-standard or specialist trims requiring additional time.
- Excessive brushing or de-shedding – If more time is required due to coat maintenance needs.
- Dogs outside their recommended grooming schedule – Overdue coats may incur an extra fee.

### 3. Matting Policy

- A minimum fee of £5 will be added for matted coats, depending on the severity.
- Dematting will only be carried out if it can be done safely and humanely.
- Severely matted coats may require a clip-off for welfare.

### 4. Fleas & Infestations

- Dogs found to have fleas during the appointment will incur a £10 fee.
- Severe infestations may require rescheduling.

### 5. Excessively Dirty Dogs

- Dogs requiring multiple baths or excessive cleaning will incur an additional fee.

### 6. Health & Welfare

- Owners must inform us of any medical conditions, injuries, allergies or behavioural issues.
- Elderly, nervous or reactive dogs are welcome but may incur handling fees.
- If a dog becomes too stressed or aggressive, the groom may be stopped, and a partial fee may still be charged.

### 7. Late Arrival & Early Collection

- Late arrivals may result in a shortened or rescheduled groom.
- Dogs must be collected promptly.
- Late collection fees may apply.

### 8. Photo, Video & Social Media Consent

- We may take photos, videos, or feature dogs in Facebook or TikTok Live videos.
- If you do not consent, please inform us before your appointment.

### 9. Safety & Muzzle Use

- A muzzle may be used if required for safety.
- If the groom cannot be completed due to behaviour, a fee for time spent may still apply.

### 10. Owner Responsibility

- Dogs must arrive in a secure collar or harness.
- Dogs should be toileted before arrival.
- Owners must provide accurate information about health and behaviour.

#### 11. Liability

- We are not liable for pre-existing conditions, skin irritations revealed during clipping, or veterinary issues caused by neglected coats.
- Any required veterinary treatment during or after grooming is the owner's responsibility.