



Becky's Cat Grooming Terms & Conditions

1. Acceptance of Terms & Conditions (T&Cs)

- 1.1 Within these Terms & Conditions, when we are referring to "You" or "Your", we mean the owner or person responsible for the cat. When we refer to "We", "Our" or "Us", we mean the company, Becky's Cat Grooming or the cat groomer, Rebecca Gurr.
- 1.2 All bookings made are subject to the Terms & Conditions below. We reserve the right to make changes to the T&Cs at any time. If the T&Cs are updated a new version will be posted on our website. It is your responsibility to check the T&Cs before each appointment and to ensure you are aware of any revisions.
- 1.3 Booking an appointment with Becky's Cat Grooming constitutes a contract and affirms that you are accepting the T&Cs set out below.
- 1.4 You will be asked to validate your confirmation and owner's consent to the T&Cs at the beginning of your first appointment by signing the declaration on your Grooming Record.

2. Making an Appointment/ Paying a Deposit

- 2.1. You will be required to secure your appointment with a deposit of £35.00.
- 2.2. The deposit can be paid by online bank transfer or over the phone via debit/credit card and must be payable within 24 hours of booking the appointment. Upon receipt of the deposit, you will receive booking confirmation from us via text or WhatsApp messaging.
- 2.3. If the deposit is not received, your appointment will not be confirmed, and the time slot may be allocated to another client.
- 2.4. The deposit is fully refundable on the provision that cancellations are made within the specified timeframe. Please refer to Section 3 for details.

3. Rescheduling Appointments, Cancellations & Missed Appointments

- 3.1. Should you wish to reschedule your appointment a minimum of 48 hours' notice must be given. Any deposit already paid will be applied, in full, to the new appointment.
- 3.2. Should you wish to cancel your appointment your deposit will be fully refunded providing a minimum of 48 hours' notice is given.
- 3.3. The deposit will become non-refundable if the required notice period is not given.
- 3.4. All cancellations should be made by calling us via the main business telephone number, email, text or WhatsApp. You will be sent formal confirmation that the appointment has been cancelled.

- 3.5. If you forget your appointment, or are not at home, or your cat is not available to be groomed when we arrive for your appointment, thus resulting in us not being able to carry out the grooming session, you will lose your full deposit. You will also be charged a travel fee at 50p per mile, round trip, for time wasted. If you choose to re-book your appointment at this stage, you will be required to pay the £35 deposit charge again.

4. Prices

- 4.1. The prices shown on the website are for guidance purposes only.
- 4.2. Quotes discussed over the phone, at time of booking or via "Make An Enquiry" are an estimate only.
- 4.3. Several factors are taken into consideration when pricing up the cost of the work to be carried out, therefore, the final cost can only be determined through the free consultation at the beginning of your first appointment.
- 4.4. You must agree to the final price before any work is subsequently carried out.
- 4.5. Payment of the grooming session must be paid in full at the end of the appointment. Payment can be made by online bank transfer or by debit/credit card.

5. Health

- 5.1. Every precaution is taken to prevent and eliminate the spread of any diseases. All equipment used by us is disinfected and cleaned prior to each appointment. This includes wearing a fresh uniform for each appointment.
- 5.2. Your cat's health is our main priority, and every care will be taken in handling your cat and any known medical conditions it may have.
- 5.3. You agree to advise us of your cats' full medical history at time of booking.
- 5.4. We reserve the right to refuse to work on your cat if we feel it will harm or exacerbate any known or unknown conditions your cat may have. You may still be charged for the full session, at our discretion.
- 5.5. You agree that we are not responsible for any pre-existing conditions found during the grooming process.
- 5.6. During the grooming process we may bring to your attention any concerns or irregularities that we notice in your cat.
- 5.7. If a serious incident or medical problem becomes apparent whilst grooming, then the grooming session will be stopped. The full cost of the groom will still apply.
- 5.8. Rebecca Gurr of Becky's Cat Grooming is not a veterinarian. You are urged to seek out professional advice and any appropriate treatment, from your veterinarian, regarding any health concerns or medical issues that arise before, during or after the grooming session. You are responsible for all medical expenses.

5.9. Any grooming which takes place on your cat, is at your own risk.

6. Matted Hair/ Pelt Removal

- 6.1. Cats with matted hair or pelted coats require additional time, care, and attention during the grooming appointment. Your cat may be in pain, discomfort, have sores or open wounds as a result of having matted hair or a pelted coat. Your cat may also be exposed to various skin conditions as a result of matting or pelting. You agree that we are not liable for the uncovering of any skin conditions and any subsequent medical treatment that may be required because of coat removal.
- 6.2. Shaving and clipping involves getting very close to the cat's skin. Whilst every care will be taken, removal of a matted or pelted coat comes with a risk of nicks and cuts, patchiness, or hair loss. You agree to the risk that is undertaken during the grooming appointment and we are absolved of all liability.
- 6.3. The removal of your cat's coats will be carried out using electric clippers specific for animal grooming.
- 6.4. You agree that we will not be held liable for any after-grooming effects or subsequent bad health or skin conditions as a result of the coat removal. This could include, but is not limited to itchiness, skin redness, irritations or abrasions however caused.
- 6.5. Removal of your cat's coat during the grooming session is done at your own risk and you agree to pay the full cost of the grooming appointment even if the task cannot be fully completed.
- 6.6. Please be aware that removing your cats coat can drastically change their appearance. This can sometimes cause changes in the behaviour of your cat, or other animals in the household, as they may not recognise your cat after the clipping process has been completed. You agree that we are not liable for any behavioural changes.
- 6.7. Clipping a cat's coat can result in hair regrowth failure, patchy regrowth or changes in the colour or texture of your cat's coat (during re-growth). You consent to removing the matted hair or shaving the coat on this understanding.
- 6.8. You agree that you are aware that if your cat's coat is removed, your cat will be more susceptible to cold weather conditions, especially if you let them outside. You are advised to keep your cat warm, indoors, and/ or clothed whilst re-growth of the coat occurs. You agree to pay all medical costs for issues that are caused by not following this advice.
- 6.9. Repeated matting and pelting of your cats' coat can cause serious stress and anxiety to your cat and we should not be used as a service to continually rectify this for you. Regular grooming sessions, at the recommended intervals, will help maintain your cat's coat condition and prevent any matting from occurring.
- 6.10. If your cat requires their coat to be clipped, due to matting or pelting, then an extra charge will be applied for the additional work to be carried out. This will be discussed and agreed at the beginning of your appointment.

6.11. Additional charges will be applied if your cat's coat is repeatedly matted between each appointment.

7. Fleas/ Other infestations

- 7.1. If you make us aware that your cat has fleas at time of booking, we will add an additional charge of £5 to the cost of the grooming session.
- 7.2. If we spot signs of flea infestation during your appointment, we will make you aware and continue to complete the grooming session. However, an automatic charge of £15 will be applied to the cost of the grooming session.
- 7.3. These charges cover the cost of the additional cleaning required of our tools, equipment, and groomer's clothing.

8. Ongoing Maintenance for Your Cat

- 8.1. At the end of your first appointment, we will create a Grooming Record and recommend an appropriate grooming schedule for your cat. The cost for the ongoing sessions will also be confirmed.
- 8.2. Any pricing for ongoing sessions is subject to change if the behaviour or the health of your cat or condition of your cat's coat changes at any time.
- 8.3. You do not have to follow our recommended grooming schedule for the maintenance of your cat's coat. However, any appointments booked outside of the recommended schedule may be subject to changes in the quote price.

9. Behaviour and Safety

- 9.1. You agree to inform us if your cat has any behavioural issues or traits such as, but not limited to, biting or aggression.
- 9.2. You must inform us of any issues that have occurred during previous grooming sessions for your cat.
- 9.3. If your cat exhibits increasingly aggressive or challenging behaviour through the course of the groom, we reserve the right to use a soft face mask on your cat to ensure the session is as safe as possible for both your cat and the groomer. If you do not wish for a soft face mask to be used, then we reserve the right to stop the grooming session and you agree to pay the full cost of the groom.
- 9.4. If your cat is aggressive, excessively anxious, or is considered a risk to our groomer, then we reserve the right to refuse to work with your cat.
- 9.5. There may be circumstances where the grooming needs to split into two sessions. For example, if your cat is anxious and overly stressed during the grooming session. If this is the case, then you agree to pay the additional cost of the second session.

9.6. There may be circumstances where the grooming session may have to be stopped, if it feels like the cat or groomer's health is at risk. You agree to pay all costs for the groom even if we are not able to fully complete the session.

10. Social Media

10.1. You agree that we can take and use pictures or videos of your cat for use on our social media platforms, our website, and our printed material. These are for the sole use of Becky's Cat Grooming in order to show the work that we do. These will not be sold to a third party.

10.2. You agree that we can show your cat's name, alongside any image of your cat we use on our social media platforms and our website.

10.3. If you do not wish pictures or videos of your cat to be used for these purposes, you must declare this on the Grooming Record.

11. Personal Data

11.1. The information and data obtained from the online "Make An Enquiry" form, over the phone or during grooming appointments will be held exclusively by Becky's Cat Grooming and will not be used, shared or sold to any third party.

11.2. A Grooming Record will be created and maintained from the first appointment. This is for our records only to show the history of the work that we carry out for your cat.

11.3. We will not use or share any of your personal information on our social media sites, our website or our printed materials.

11.4. We will not use or share your information for marketing purposes.

11.5. In accordance with the Data Protection Act 2018, you have the right to:

- request, view and review your personal information at any time
- update or rectify any information we hold for you at any time
- request your personal information be deleted at any time

11.6. We agree to delete your personal information should you decide to no longer use our services.

12. Insurance

12.1. Becky's Cat Grooming holds full Pet Business Insurance (which includes liability insurance) with Protectivity Insurance. Details can be viewed upon request.