



Terms and Conditions

Health & Wellbeing.

The health and wellbeing of your dog throughout the grooming process is always our main concern. During grooming it is possible that we may notice pre-existing conditions of which you will be informed in order that you are able to seek veterinary advice. We are not vets so we will not offer any opinion regarding any conditions that require veterinary intervention.

In extremely rare circumstances, medical issues can arise or accidents can happen whilst grooming which require immediate attention. In the unlikely event of this occurring, you authorise us to seek emergency veterinary treatment from either your own registered vet or an alternative vet should your registered vet not be available.

If we believe your pet is uncomfortable with any stage of the grooming process, you will be contacted to discuss the issue and to agree whether we continue with the groom or not. A nervous or fearful animal may require extra time, extra sessions or an alternative approach to overcome their problem. Ultimately, the health and wellbeing of your pet is paramount and we will never compromise this in any way to achieve a “perfect groom”.

Coat Condition

If your pet has a badly matted or neglected coat, we are bound by the Animal Welfare Act 2006 which states “Animals are to be protected from pain, injury, suffering and disease”. Accordingly, we will not attempt to de-matt a coat that is causing your pet pain and suffering. In this instance humanity precedes vanity and the pet's coat will need to be clipped off for which there will be an additional charge. Clipping off a coat requires extra time, extra comfort breaks for the pet and blunts blades which will then require sharpening. You will be informed beforehand and notified of the additional charges which will be entirely dependent upon the coat condition. Although your pet will be happier once a matted coat has been removed, the process itself can irritate the skin and veterinary advice should be sought if any itchiness or irritation occurs.

Behaviour

It is the owner's responsibility to inform us of any behavioural issues which may put the groomer or other owners/pets at risk. Behavioural issues do not necessarily mean that we

cannot groom your pet, only that may we need to make provision for dealing with them. We reserve the right to muzzle any pet for our safety or the pet's – muzzling is not harmful or painful for your pet but protects both the pet and the groomer – but will only be used if there is no alternative.

If a pet is displaying any form of behaviour (either before during or after the groom) that is deemed to be unsafe for the groomer then we have the right to stop the groom at any point in time and refuse future grooming services.

Fleas

Your pet will be assessed prior to grooming and if fleas are found your pet will be bathed immediately with flea treatment shampoo and the salon will be treated to prevent cross contamination. This process will incur a charge of £10 for the flea/salon treatment and additional time taken. On collection of your pet, you will be advised to seek veterinary advice regarding your pet and how to prevent reinfection.

Privacy

Please inform us if you do not wish photographs of your pet to be taken and used on social media. Personal details will never be disclosed when using photographs.

Cancellation

Please provide us with 24 hours notice of cancellation of your pet's appointment to allow us the chance to rebook and fill the appointment. If you do not provide 24 hours notice and we are unable to fill the appointment a 50% charge of the pet's groom will be payable prior to booking their next appointment.