**Pluto’s: Dog grooming – terms and conditions.**

 When booking your appointment, you will be asked a number of questions to help determine how long the appointment will need to be. Please give full and accurate answers.

 Our guide prices are based on the time taken to groom a well-behaved dog that is groomed regularly and with their coat in good condition.

 Please supply a current mobile telephone number as reminder texts will be sent out a day or two in advance of your appointment.

 Please ensure you arrive on time for your appointment. Please let me know if you will be late.

 If you cannot keep your appointment please provide 48 hours’ notice, last minute cancellations may result in a cancellation fee of £15 being made which would be payable before any further appointments could be booked.

 Please ensure that your dog has had chance to exercise before arriving for your appointment. They are welcome to use my large garden to toilet prior to the groom starting and I always provide a bowl of fresh water outside.

 Pluto’s reserves the right to refuse to groom any dog that displays aggressive behaviour. Please tell me prior to the booking/groom if your dog is aggressive/afraid/nips/bites etc.

 If a dog’s coat is severely matted then Pluto’s will only attempt to de-matt the coat for a maximum of 15 minutes in accordance with the Animal Welfare Act 2006.

 Pluto’s reserves the right to perform a complete clip off of the dog’s coat if the matting is severe enough to cause the dog discomfort and/or exceeds the 15 minute de-matting allowance.

 If a complete clip off needs to be performed Pluto’s will endeavour to notify you before doing so. However, if we cannot contact you and we believe the clip off is necessary on welfare grounds we will still undertake to clip off the coat.

 Severely matted dogs will incur additional charges for de-matting and/or clipping off the coat. These charges will vary dependant on the time taken for the procedure but can range from £5 to £20.

 Pluto’s reserves the right to refuse to groom any dog that we deem too severely matted to safely carry out a clip off of the coat.

 If you fail to disclose information about any allergies and/or skin conditions Pluto’s will not be held responsible for any irritation, patchiness, abrasions or hair loss that may arise due to the grooming process.

 If you fail to disclose information regarding any physical and/or medical conditions (such as elbow or hip dysplasia, epilepsy etc.) Pluto’s will not be held responsible for any injury incurred during the grooming process.

 Pluto’s will not subject any dog to unacceptable levels of stress. If during the grooming process your dog finds any part of the grooming process too stressful that part will not be completed. If Pluto’s cannot complete the groom price reductions may be implemented or you can choose to return on another day.

 Any dog found to have a flea or tic infestation will be given suitable treatments to kill the parasites. A flea bath is charged at an extra £10 and tic removal at the time it takes. After the grooming process you will be advised on parasite prevention and shown some treatments that are available for purchase in reception.

 If your dog requires urgent medical attention while in our care, Pluto’s reserves the right to seek veterinary attention at: Pets for Vets, Pets at Home, Riverside Retail Park, Old Otford Road, Sevenoaks, TN14 5EW, any fees incurred will be payable by the dog’s owner.

 If you believe that a dog has been injured due to the grooming process you must seek veterinary advice within 24 hours. We will require a full written veterinary report stating the cause of injury being specific to the grooming process for us to accept any liability or negligence.

 Pluto’s carries public liability insurance.

 A collection time will be agreed with you when you leave your dog with us. Please contact us if you are going to be late. Failure to collect your dog at the arranged time, or notify us that you will be late, may incur a holding fee.

 Your dog may be photographed and any photographs may be used on our website, social media sites and any other promotional material to provide illustration of the work we carry out.

 Payment is required on collection of your dog (bank transfer, cash or my card machine). No credit is given.