



Visiting the salon:

When you leave your dog at Cosset Pets' Salon, you warrant that your dog is healthy to the best of your knowledge unless previously advised.

Should your pet become ill or injured, Cosset Pets has permission to:

- . Call or take the dog to a vet of their choice should your vet be inaccessible
- . Administer first aid or give any other advisable treatment within their discretion and judgement.

The expense incurred will be paid by the owner unless Cosset Pets has caused an injury as a direct result from the grooming process.

Cosset Pets will not be held responsible for any sickness which occurs during the grooming process, such as diarrhoea or vomiting or death by pre-existing health conditions or natural disasters such as floods, fire, earthquakes.

Bookings and Cancellation Policy

These terms and conditions outline the deposit policy for grooming services provided by Cosset Pets ("I","the Business" or "me").

By paying a deposit for a grooming appointment, you ("the Client" or "you") agree to the following terms:

1. Deposit Requirement

At your first booking with Cosset Pets, you would be asked to pay a deposit of £15 which will be retained until you remain a customer of ours. Each of the follow up booked services will need to be paid in full at the time of completion. Any cancellation made



within 48 hours of your appointment or non-attendance will incur the full appointment fee, however we will continue rolling your £15 deposit if paid, until further notice.

If we do not receive payment of the full appointment fee, we reserve the right to retain the deposit as compensation. Should further bookings are required, full upfront payment would be requested.

If and when you decide that you do not wish to use our services any longer, we will issue a refund of £15 which is the initial retaining deposit or the amount equivalent to your deposit will be applied towards the total cost of your last booked service.

Pricing and Changes

We operate fair pricing policy, however due to the nature of business we are unable to provide fixed pricing list. We will have an open discussion with our clients and we will agree on pricing prior any bookings made. Prices for Regularly scheduled grooms would usually be 10% lower compared to those booked sporadically.

Definition of Regularly Scheduled Grooms

If you your pet has been enrolled on Regularly Scheduled Grooms and you have changed the appointment more than twice and it expanded to more than 2 weeks, we reserve the right to assume that your pet is not on a regular scheduled grooms any longer the final price of your pet's groom would be calculated for sporadically booked appointment, and if deposit refund is required and the above criteria has been met, we



would retain 10% of the deposit amount.

Prices for grooming services are subject to change. If the grooming service requires additional time or special handling, we will inform you before the service proceeds, and any extra charges will be added to the final bill.

Agreement

By making a deposit and scheduling an appointment, you confirm that you have read, understood, and agree to these terms and conditions.

For any questions or concerns, please contact me by calling on 01933 588 021 or message me through the booking app.

Cancellations & Rescheduling

Any cancellation made within 48 hours of your appointment or non-attendance will incur the full appointment fee.

Last minute bookings / i.e Bookings made withing 48 hours or less will be subject to £15 minimum charge in case of Non -attendance.

Late Pick ups

If you fail to pick up your pet within 15 to 20 minutes after you were informed that the service is completed, this will have an impact on the next scheduled appointment,



and may have a knock-on effect on the whole day schedule. Therefore, any late pick ups would be subject to additional fee of £15 for up to 30 minutes past the 20 min mark, and £30 for up to an hour past the 20 minutes mark. This is to cover any losses that may occur.

Late Arrivals

If you arrive more than 15 minutes late to your appointment, the grooming time may be shortened or your appointment may need to be rescheduled and you would be required to pay the full appointment fee.

Refunds

Deposits are fully-refundable. If we cancel your appointment, you will NOT lose your deposit nor would you be required to pay the scheduled service in full. We will ensure we provide you with enough notice and offer alternative appointment.

We would not issue refunds for Services Provided if you provided false or inaccurate information on your onboarding form and this resulted in accident, have exposed to danger our staff, your pet or other pets or prevented us to complete our job as a result.

Fearful or Aggressive Dogs

We reserve the right to refuse grooming services if your dog shows signs of aggression, they are severely infested with fleas or we suspect there is health concerns that could affect the safety of your pet, our staff, or other clients and their pets.



Any behavioural or health issues must be disclosed at the time of booking or when attending the appointments.

Elderly or Sick animals

Any grooming of elderly pets or ones with health problems will be left at Cosset Pets Salon at the owner's risk.

Please note, Grooming may expose pre-existing health and skin problems for which Cosset Pets cannot be held liable.

Vaccination Policy

All young pets would preferably be up to date with their vaccination. Rabies vaccination is a must. A tick, flea & worm treatment is strongly suggested.

Flea Policy

If we may discover your pet have fleas, there is an extra £15

This is to cover the cost of disinfecting and cleaning our entire premisses at the end of the session, to protect the salon from flea infestation and to ensure other pets coming in, do not catch any. This charge will include washing your pet with Flea Shampoo (only with owners permission).



Matted Dogs

We happy to provide guidance and/or show our clients how to care for their pet's coat for the future, however I cannot brush out a coat that is matted due to the stress and pain it will cause to you dog.

We would always be guided by "Humanity Before Vanity!" principle. When your dog is severely matted, it would be kinder to remove the whole coat by shaving it. However, you must be aware of the following:

- Shaving tight matting may cause skin irritation, sometimes could cause hematomas due to the blood flowing very quick back to those areas that were tight matted and were preventing normal blood circulation.
- It may considerably change the characteristic of the dog
- There may be hidden problems under the skin which may need a vet such as grass seeds, thorns or dew claws that are embedded in the skin due to the mats.
- There will be an addition charge for this as it takes longer and damages our equipment as the shaving is performed when the coat is unwashed, which will be discussed at the start of the coat assessment depending on severity and the size of the dog. Charges start at £10 for small dogs, £20 for medium and £30 for larger sized dogs.



Double Coated Dogs

If there is a specific need for your double coated dog to be shaved, you agree that you have been informed and you understand that shaving your double coated breed can bare the following risks:

- .It may considerably change the characteristic of the dog and look odd
- . The coat may not grow back as it was and may cause clipping alopecia (patchy growth)
- . The coat over time may grow with colour dilution and may get worse with every shave down
- . Dog's immune system may be compromised.

Please note that requests for shaving double coated dogs will be reviewed only if there is a health related reason or welfare need. We will not, otherwise agree, to shave a double coated dog.

Definition of Regular Schedule:

Your pet is presumed to be on Regular Schedule if you follow a preferred or recommended frequency for grooming your pet on pre-bookable basis. The agreed frequency can be changed or amended no more than twice and it should extend to no more than further 2 weeks in total.

Clients must maintain an agreed schedule tailored to specific pet breed and coat type.



We recommend the following frequencies:

- . Short-coated dogs-4-10 weeks
- . Silky-coated dogs-4-8 weeks
- . Curly-coated dogs-4-8 weeks
- . Straight-coated dogs-4-8 weeks
- . Double-coated dogs-4-8 weeks
- . Long haired cats 8-12 weeks
- . Short haired cats 8-12 weeks