

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 with 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.

Parking:

Please park your vehicle at the two designated parking spaces at the front of the salon. Please do not block the main driveway.

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 following booked services will need to be paid in full at the time of completion. You would lose your deposit in case you fail to follow the Cancellation Policy. At this point, should you require another service with us, you would need to follow the same process again and pay a secure deposit in order to secure an appointment. Please rest assured that we will apply common sense when it comes to last minute cancellations and no shows/DNA (DidNotAttend). 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.

1. Cancellations & Rescheduling

- **Cancellation Policy:** If you need to cancel your appointment, please notify me at least 48 hours in advance. Failure to do so will result in the forfeiture of the deposit.
- **Rescheduling Policy:** You may reschedule your grooming appointment without losing your deposit, provided you notify me at least 48 hours or more in advance. Rescheduling is subject to availability.

Late Pick ups – if you fail to pick up your pet within the agreed time, 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 (anything more than 15 min extra after the agreed pick up time) would be subject to additional fee of £15 for up to 30 minutes and £30 for up to an hour. 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 rescheduled, and your deposit may be forfeited.

No-Shows/DNA (DidNotAttend)

Failure to attend your scheduled appointment without prior notice will result in the forfeiture of your deposit, full payment would be required upfront for any future bookings.

Refunds

Deposits are fully-refundable except in the case where sufficient time i.e. 48 hour or more **has not** been provided. If we cancel your appointment, you will not lose your deposit. We will ensure we provide you with enough notice.

Pricing and Changes

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.

Health and Behaviour

We reserve the right to refuse grooming services if your dog shows signs of aggression or health concerns that could affect the safety of the pet, staff, or other clients. Any behavioural or health issues must be disclosed at the time of booking/attending the appointments.

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 /07913804021 or message me through the booking app.

Fearful or Aggressive Dogs

At Cosset Pets, I prioritize the safety and well-being of both pets and myself or any staff. My goal is to create a safe, comfortable, and positive grooming experience for every dog. I understand that some dogs may exhibit aggressive or fearful behaviour due to stress, fear, or past trauma. In this case, I would be unable to proceed with the appointment and grooming session will be cancelled.

Definition of Aggressive Behaviour:

Aggressive behaviour includes, but is not limited to:

- Biting, snapping, or lunging at staff or other animals.
- Growling or showing signs of extreme fear or stress.
- Excessive barking or attempting to escape the grooming area in a dangerous manner.
- Difficulty in handling that puts the dog or groomer at risk.
- However, whatever the dog's behaviour, I believe that they all deserve to be pampered and treated with love and respect, therefore I will ensure I provide adequate recommendation and will name few colleague groomers who are specialising in handling fearful or aggressive dogs and/or a veterinary referral for behavioural training or medical evaluation. A sedation by a veterinarian to help with the grooming process is also option.

Client Responsibility:

If your dog has a history of aggressive or extremally fearful behaviour, you **MUST** inform me beforehand. Failure to do so may result in unpleasant incident and your dog, myself or both of us may end up being seriously injured. If you fail to disclose that your dog is prone to aggression or extreme fear, and your dog's behaviour becomes too difficult to manage during the grooming session, I reserve the right to stop the grooming process immediately and charge for the portion of the service completed .

Preventative Measures:

- Dogs who are anxious or fearful may benefit from gradual exposure to grooming, such as shorter sessions, training, or desensitization.
- I recommend behavioural training or working with a trainer if aggressive tendencies are a recurring issue.

Elderly or Sick animals

Any grooming of elderly dogs or ones with health problems will be at the owner's risk. Grooming may expose pre-existing health and skin problems for which Cosset Pets cannot be held liable.

Vaccination Policy

All dogs would preferably be up to date with their vaccination. A tick, flea & worm treatment is required.

Flea Policy

During our check over your dog, we may discover they have fleas. There is an extra £15 charge once fleas have been seen, this is to cover the cost of disinfecting and cleaning at the end of the day, to protect the salon from flea infestation and to ensure other dogs coming in, do not catch any. Unfortunately, I am not able to provide any treatment like Flea Shampoo etc. Therefore, on discovery of flea, the owner will be contacted to collect their dog immediately and to deal with the problem at their own time and merit.

Matted Dogs

I will be happy to show you how to care for your dog'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.

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, some times 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 have been embedded in the skin due to the mats.
- There will be an addition charge for this as it takes longer and damages my 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:

- Shaving tight matting may cause skin irritation
- 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 or welfare need. We will not, otherwise agree, to shave a double coated dog.