

K9 Glow Up – Terms & Conditions

By booking an appointment with K9 Glow Up, you acknowledge that you have read, understood, and agree to the following Terms and Conditions.

1. Health & Welfare

- All dogs presented for grooming must be in good general health and sufficiently fit to undergo a professional grooming session.
- Owners are responsible for disclosing, prior to the appointment, any medical conditions, injuries, allergies, skin conditions, sensitivities, behavioural concerns, recent surgeries, or any other issue that may affect the grooming process or the safety and welfare of the dog or groomer.
- Failure to disclose relevant information may result in the groom being stopped, additional handling or grooming charges being applied, or veterinary treatment being required at the owner's expense.
- Senior dogs, nervous dogs, pregnant dogs, or dogs with physical limitations will be groomed strictly at the owner's risk. K9 Glow Up reserves the right to modify or shorten the grooming process where necessary in the interests of the dog's welfare.

2. Vaccinations & Parasites

- Owners are responsible for ensuring that their dog is up to date with standard UK core vaccinations or has a valid titre test completed within the previous three years.
- Dogs attending the salon must be free from fleas, ticks, mites, or any other contagious parasites or infectious conditions.
- If parasites or signs of infectious disease are identified during the grooming appointment, K9 Glow Up reserves the right to immediately stop the groom until contact has been made with the owner and the appropriate course of action has been agreed.
- With the owner's consent, specialist parasitic shampoos or treatments may be used where appropriate.

- Additional charges may apply where extra time, specialist products, or deep cleaning and disinfection of the salon are required because of parasitic infestation or infectious conditions.

3. Matting Policy

- Matted coats can cause significant discomfort and welfare concerns for dogs. In cases of severe matting, K9 Glow Up reserves the right to clip the coat short, including full or partial shave-downs, where necessary for the welfare of the dog.
- De-matting can be painful and may cause skin irritation, clipper rash, redness, cuts, abrasions, ear haematomas, or reveal pre-existing skin conditions hidden beneath the coat.
- By agreeing to proceed with a de-matting or shave-down groom, the owner accepts these risks and agrees that K9 Glow Up shall not be held liable for any after-effects resulting from the condition of the coat or the grooming process required to remove matting.
- Additional grooming charges may apply for heavily matted coats due to the increased time, care, equipment wear, and specialist handling required.

4. Behaviour & Handling

- Owners must inform K9 Glow Up in advance if their dog has shown aggression, biting behaviour, anxiety, nervousness, or any behavioural issues that may affect handling during grooming.
- K9 Glow Up reserves the right to refuse, stop, or modify a groom at any stage if a dog poses a risk to itself, the groomer, or others.
- Additional handling fees may apply where a dog requires extra time, restraint, specialised handling, or multiple staff members to safely complete the groom.
- Failure to disclose behavioural concerns in advance may result in the appointment being terminated and additional fees being charged.

5. Accidents, Injury & Veterinary Treatment

- Whilst every reasonable care and precaution is taken, grooming equipment is sharp and grooming carries an inherent risk, particularly where dogs are elderly, anxious, matted, medically compromised, or have sensitive skin.
- Minor nicks, scratches, clipper irritation, or stress-related reactions may occasionally occur despite all reasonable care being taken.
- K9 Glow Up shall not be held liable for injuries, conditions, or reactions arising from pre-existing medical conditions, matting, skin conditions, age-related issues, behavioural issues, or undisclosed health concerns.
- In the event of an emergency, the owner authorises K9 Glow Up to seek veterinary treatment where deemed necessary. Any veterinary costs incurred shall be the sole responsibility of the owner.

6. Appointment Policy

- Owners are required to arrive promptly for their scheduled appointment time.
- K9 Glow Up reserves the right to refuse or shorten appointments where clients arrive more than 15 minutes late. In such cases, deposits may be retained.
- Dogs must be collected promptly at the agreed collection time.
- Late collection fees will be charged at a rate of £5 per 15 minutes to cover additional staffing and supervision costs.

7. Cancellations & No-Shows

- A minimum of 48 hours' notice is required to cancel or rearrange an appointment.

- Deposits are non-refundable where cancellations are made within 48 hours of the appointment time or where appointments are missed without notice.
- Repeated late cancellations or missed appointments may result in K9 Glow Up refusing future bookings at its discretion.

8. Payment & Additional Charges

- A non-refundable deposit of 20% is payable at the time of booking and will be deducted from the final grooming balance.
- Full payment is due upon collection of the dog.
- All prices quoted are estimates only and may vary depending on coat condition, dog behaviour, size, time required, or additional services needed during the appointment.
- Additional charges may apply, including but not limited to:
 - o Severe matting or excessive undercoat removal
 - o Parasite infestations or infectious conditions requiring salon disinfection
 - o Aggressive, nervous, or difficult behaviour requiring additional handling
 - o Excessive grooming time due to coat condition or behavioural issues
- Wherever reasonably possible, any significant variation to the original estimate will be discussed with the owner before completion of the groom.

9. Photography & Videos

- By booking an appointment, the owner consents to photographs and/or videos being taken of their dog during or after the grooming process.
- These images and videos may be used for training, advertising, social media, portfolio purposes, or client records.

10. Limitation of Liability

- K9 Glow Up accepts no liability for any pre-existing medical, skin, behavioural, or coat conditions that may be identified or aggravated during the grooming process.

- The owner accepts full responsibility for informing K9 Glow Up of any known issues that may affect the grooming appointment.
- K9 Glow Up shall not be liable for any loss, injury, illness, damage, stress-related condition, or veterinary expense arising from:
 - o Undisclosed medical or behavioural conditions
 - o Pre-existing health or skin issues
 - o Matting or poor coat condition
 - o Parasite infestations
 - o The natural grooming process carried out with reasonable care and skill
- Nothing within these Terms and Conditions excludes liability where exclusion is prohibited by law.

11. Right to Refuse Service

K9 Glow Up reserves the right to refuse, stop, or decline grooming services at any time where this is considered necessary for the safety, welfare, or wellbeing of the dog, staff, or others.

End.