

Dog Grooming Terms and Conditions (Revised – September 2025)

These Dog Grooming Terms and Conditions (“Terms”) govern the services provided by:

Dog & Throne Luxury Pet Spa, 134 Newgate Street, Bishop Auckland, DL14 7EH (“the Groomer”).

By booking an appointment, the Client agrees to these Terms.

1. Services Provided

The Groomer provides, but is not limited to, the following services: - Full grooming (bath, haircut, nail trimming, ear cleaning) - Hand stripping - Teeth cleaning (non-veterinary service) - Spa treatments - Nail trimming - Puppy Intro Package

2. Payment Terms

- A **£30 deposit** is required within 24 hours of booking to confirm an appointment. Failure to pay will result in cancellation.
 - The remaining balance must be paid on the day of the appointment.
 - If the Groomer cancels an appointment, deposits will be refunded or transferred to a rescheduled appointment.
 - Additional surcharges may be applied at the Groomer’s discretion for:
 - Late drop-off/pick-up (over 15 minutes) – £10 per 15 minutes
 - Fleas – £20 cleaning surcharge
 - Aggressive or difficult behaviour – £10–£25 depending on time and risk
 - Excessive matting – £20 charged in line with the Matting Release Policy
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3. Payment Plans

- Bespoke payment plans are available for regular grooms.
 - Example: 12-month plan, 8 grooms at £60 = £40 per month.
 - Payments are collected by GoCardless direct debit.
 - Extra costs (treatments/surcharges) must be paid at the time of the groom.
 - Missed payments may result in suspension of services until balances are cleared.
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4. Cancellation & Rescheduling Policy

- Appointments must be cancelled or rescheduled with at least **48 hours’ notice**.
 - Late arrivals of more than 15 minutes may be treated as a no-show.
 - Late cancellations or no-shows will be charged **100% of the appointment fee**, payable before rebooking.
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5. Treatments & Pricing

- All grooms are individually priced and may vary depending on coat condition, behaviour, and style.
 - Hand stripping is charged at an hourly rate.
 - Spa treatments are charged in addition to grooming fees.
 - Puppy packages (4 sessions) must be paid in full at the first session.
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6. Health, Behaviour & Vaccinations

- Clients must confirm that their dog is:
 - Up-to-date with vaccinations (including kennel cough)
 - Free from contagious conditions, fleas, or parasites
 - Fit and healthy to undergo grooming
 - Owners must disclose behavioural or medical issues in advance.
 - The Groomer reserves the right to use muzzles when necessary for safety.
 - The Groomer may refuse service if the dog's health or behaviour poses a risk.
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7. Matting Release Policy

- Severe matting can cause pain, skin irritation, or injury. In line with the **Animal Welfare Act 2006**, severely matted coats may need to be clipped short.
 - The Groomer will always act in the dog's best interest. The Client accepts that this may alter the dog's appearance.
 - Extra charges apply for dematting or clipping.
 - The Client releases the Groomer from liability for any after-effects caused by matting (e.g. irritation, skin sensitivity).
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8. Liability & Insurance

- The Groomer is fully insured for public liability and care, custody, and control of animals.
 - The Groomer is not liable for:
 - Pre-existing conditions or injuries discovered during grooming
 - Minor cuts, nicks, or stress-related reactions
 - Veterinary costs before, during, or after grooming unless caused by proven negligence
 - Owners remain responsible for veterinary fees, except where directly caused by Groomer negligence.
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9. Teeth Cleaning Disclaimer

- Teeth cleaning is a **non-veterinary service**.
 - The Groomer does not diagnose or treat dental disease.
 - Service may be refused if severe dental issues are identified.
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10. Photo & Media Consent

- By booking, Clients consent to the Groomer using photos/videos of their pet for promotional purposes.
 - Clients may opt out by notifying the Groomer in writing before the appointment.
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11. Complaints

- Any formal complaints must be submitted in writing to hello@dogandthrone.co.uk within 24 hours of collection.
 - A response will be provided within 5 working days.
 - Clients are encouraged to raise issues informally at the time of service for prompt resolution.
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12. Data Protection (GDPR)

- Client personal data is used only for booking, communication, and payment processing.
 - Data will not be shared with third parties except payment providers (e.g. GoCardless).
 - Clients may request deletion of their data at any time.
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13. Governing Law

- These Terms are governed by the laws of England and Wales.
 - Any disputes will be subject to the exclusive jurisdiction of the English courts.
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14. Acceptance of Terms

- By booking an appointment, the Client confirms acceptance of these Terms and the Matting Release Policy.