

Terms and Conditions for Bertie's Dog Grooming and Pet Services

By booking an appointment with Bertie's Dog Grooming and Pet Services, you agree to the following Terms and Conditions. Please read them carefully.

1. Appointment Bookings & Cancellations

- **Appointment Scheduling:** All appointments must be booked in advance via email, message etc.
- **Cancellations:** We require a minimum of 24 hours notice for cancellations or rescheduling. Cancellations made less than 24 hours before the scheduled appointment will incur a fee.
- **No-Show Policy:** If you fail to show up for a scheduled appointment without prior notice, you will be charged a no-show fee.

As a small business we cannot afford to lose out on incomes for these appointments, so please let us know in advance if you need to cancel or rearrange.

2. Grooming Services

- **Scope of Services:** We offer a variety of grooming services, including but not limited to bathing, haircuts, nail trimming and ear cleaning etc. Please refer to our service list for specific details on each package.
 - **Breed Restrictions:** Certain dog breeds or behaviours may require special handling or additional charges due to size, temperament, coat condition etc. Please discuss your dog's needs with us before booking an appointment.
 - **Health & Safety:** Your dog's safety and well-being are our top priority. We reserve the right to refuse grooming services if your pet is ill, injured, aggressive, or poses a danger to themselves or staff. In such cases, we may request a vet's note or a recommendation for suitable care.
 - **Special Requests:** If you have any specific grooming requests or concerns, please notify us at the time of booking. We will do our best to accommodate your wishes, but we cannot guarantee all requests.
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3. Pet Health & Condition

- **Pre-Grooming Information:** It is your responsibility to inform us of any health conditions, allergies, or behavioural issues that may affect your dog's grooming session. This includes flea infestations, skin conditions, and medical treatments.
 - **Fleas & Parasites:** If your pet is found to have fleas/other external parasites during grooming, we reserve the right to administer flea treatment at an additional cost. In other circumstances you understand that you may be asked to collect your pet immediately and come back at a later date.
 - **Health Issues:** If your dog exhibits signs of illness, injury, or unusual behaviour, we may refuse service for their safety and recommend seeing a veterinarian.
 - **Matting:** You understand that the needs and comfort of your dog are put above all else. If the coat is matted, the matting will have to be brushed/shaved out, or in severe cases the coat shaved entirely rather than performing painful dematting procedures. You also understand that if your dog is severely matted, there is an increased risk of rashes/cuts to the skin. The groomer will ensure their best to avoid this. You also accept that the procedure of dematting will take additional time and effort and therefore an additional fee will be added on to the regular price of your groom to account for this.
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4. Payment & Pricing

- **Pricing:** Prices are based on the type of grooming service required, size/breed of the dog and special requirements. Rough prices before your appointment are based on having regular maintenance grooms over every 6-8 weeks. Any groom over 9 weeks may be subject to additional charges. Prices are subject to change based on the coat condition and behaviour of your pet.
 - **Payment Terms:** Payment is due upon completion of the grooming service. We accept payment via cash or bank transfer (bank details will be provided to you via text/email).
 - **Additional Charges:** Extra charges may apply for services beyond the standard grooming, such as excessive matting, additional time spent, or special treatments.
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5. Liability & Damages

- **Liability:** Bertie's Dog Grooming is not responsible for any pre-existing conditions or injuries to your dog that occur during the grooming process. We handle all pets with the utmost care, but accidents can sometimes happen due to the unpredictable nature of animals.
 - **Damage to Property:** We take great care to ensure that your dog is groomed in a safe and clean environment. However, we are not responsible for any damages to personal property or equipment (e.g., leashes, collars, etc.) left with your dog.
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6. Late Pick-Up & Early Drop-Off

- **Late Pick-Up:** We ask that you pick up your dog promptly after grooming services are completed. A late pick-up fee of £10 per hour thereafter will be charged for dogs not picked up within 1 hour of notification of completion. **Early Drop-Off:** If you need to drop off your dog early, please inform us in advance. Depending on availability, an early drop-off fee may apply.
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7. Privacy & Data Protection

- **Personal Information:** We take your privacy seriously. Any personal information you provide during the booking process will only be used to complete your grooming appointment and will not be shared with third parties without your consent.
 - **Photography:** We may take photos of your dog during the grooming session for promotional purposes. If you do not wish for your dog's photo to be used, please notify us in advance.
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8. Termination of Service

- **Service Refusal:** We reserve the right to terminate/refuse grooming services at any time if we feel that the safety or well-being of your dog, our staff, or other pets are at risk. This will be at the discretion of the groomer.
 - **Client Behaviour:** We ask that all clients treat our staff with respect. Abusive or inappropriate behaviour towards staff or other customers will result in termination of services.
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9. Agreement to Terms

By scheduling an appointment with Bertie's Dog Grooming, you agree to the above Terms and Conditions. We reserve the right to modify these terms at any time, with updated terms posted on our website or communicated via email.