



Terms & Conditions

Health Conditions

You must inform me of any health conditions, behaviour or stress related issues prior to grooming.

Emergencies

Every effort will be made to contact you in the event of an emergency, however by leaving your pet in my care, you authorise me to act as your agent and seek emergency veterinary treatment if required, at your expense.

Matted / Neglected Coat

In accordance with the Animal Welfare Act 2006 a matted coat will be shaved short to prevent unnecessary suffering. I will not be held responsible for any subsequent skin conditions, irritation or injury following the removal of a matted or neglected coat and an additional charge between £5 - £15 will be added depending on severity.

Fleas & Parasites

It is recommended that your pet receives regular preventative treatment in consultation with a veterinary professional. If your dog is found to have fleas prior to the groom, the groom should be rescheduled pending appropriate treatment. If your dog is found to have fleas during the groom, they will be treated using flea shampoo and a £20 charge will be added to the full groom price to cover costs of treatment of both your dog and the grooming environment to prevent cross contamination.

Cancellation / Missed Appointment

Please try to give 48 hours notice if you need to cancel an appointment. Any cancellations received with less than 24 hours notice will be charged 50% of the full groom price. No shows will be required to pay the 50% cancellation fee before any further bookings will be made. Please call me as soon as possible if you are going to be late. If you arrive more than 15 minutes after your scheduled appointment time it may be necessary to re-schedule.

Collection

As a 1:1 groomer it is important that your dog is collected promptly as this may impact later appointments. If you envisage any issues with collection, please discuss this with me at drop-off. Payment in full is required on collection of your pet. Cash and card payments are accepted.

Photos & Privacy

Photos may be taken of your pet before, during an after the groom for use on our social media and advertising. We will not disclose any of your personal details. If you do not wish photos to be used in this way, please let me know.

Essential information only is collected via a client registration form and grooming records, to inform the grooming process and ensure any emergencies that may arise can be dealt with efficiently. This information will not be shared with any third parties for marketing or any other purposes. Any information collected will be kept securely, used solely for the purposes of grooming or any medical emergency and not kept any longer than necessary. Please do not hesitate to contact me if you would like to discuss any aspect or request a copy of your personal data.