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[The Dog and Collar]

Terms and Conditions:

Welcome to The Dog and Collar. Before you book our services, we kindly request that you carefully read and understand the following terms and conditions. These terms govern the use of our dog grooming services and outline the rights and responsibilities of both parties involved – The Dog and Collar and you. By booking an appointment and engaging our services, you acknowledge that you have read, understood, and agreed to comply with these terms. If you have any questions or concerns about these terms, please do not hesitate to contact us for clarification.

1) Booking and Cancellation Policies:

a. Late Cancellation Policy:

- Clients are required to provide at least 48 hours advance notice for cancellations or rescheduling.
- Cancellations made within the specified notice period will not incur any charges
- Cancellations made during the specific notice period will be subject to a cancellation fee of 50% of the total groom price.

b. Allotted Time Policy:

- Clients are given a 15 minute time allotment for dropping off and picking up their dog.
- This period initiates at the exact time discussed to you by the groomer prior to your appointment.

c. No Show Policy:

- If a client fails to attend their scheduled appointment within the allotted time period they will be subject to a No Show Fee of 100% of the total groom price.

d. Late Collection Policy:

- Owners are expected to collect their dogs within the allotted time period provided by the groomer.
- Owners who are late to collect their dogs may be subject to a Late Collection Fee totalling £10.

2) Social Media Policy:

a. Photography:

- All dogs may be subject to photography that could appear on any of our social media accounts.

3) Animal Safety Policy:

a. Dematting:

- We groom according to the 2006 Animal Welfare Act and as a result, we will not spend more than 15 minutes dematting a dog.
- As a result of the 2006 Animal Welfare Act, if deemed necessary, we will shave off the matted coat.
- In the case of a matted dog, the client will be subject to a dematting fee totalling £10.

b. Dog Behaviour:

- It is the responsibility of the owner to inform us if their dog has a history of aggression.
- We reserve the right to refuse or discontinue grooming services if we feel that a dog poses a safety risk to our staff or others.
- In cases where a dog becomes too stressed or overwhelmed during the process of the groom, we may need to stop the groom for the safety of the dog.

c. Conditions:

- It is the responsibility of the owner to inform the groomer of any pre-existing health or skin conditions that the dog may have.
- While we take utmost care during grooming, we cannot be held responsible for any adverse reactions due to existing conditions.

d. Flea Policy:

- It is the owner's responsibility to inform the groomer if their dog has fleas.
- If your dog is found to have fleas upon arrival, we have the right to refuse the groom.
- After the refusal of the groom, the owner will be subject to a fee totalling 100% of the total groom price.
- If the presence of fleas becomes apparent during the groom, the groomer may choose to proceed with the groom but a Flea Fee of £5 will be issued.

e. Welfare and Neglect Policy:

- As dog groomers, it is our responsibility to ensure the welfare and safety of your dog. This means that if at any point during the groomer

process we feel that your dog requires veterinary treatment, we may contact your vet .

- It is also our responsibility to highlight any areas of neglect that must be addressed, otherwise we will take appropriate action to solve the matter.

f. Accidents Policy:

- Although we take the utmost care when grooming your dog, we understand that accidents can occur, especially considering the nature of the service.
- In the event of any cuts, scratches or burns while your dog is in our care, you will be notified immediately.

4) Pricing Policy

- Our grooming prices are subject to change and may vary depending on the services requested and the circumstances listed above.
- Prices quoted to the client are not fixed and can be subject to additional charges in relation to a dog's temperament and or behaviour.