

# Terms and Conditions

## Booking Deposit

All new clients are asked to provide a £15.00 deposit to secure their booking. **(This deposit is non refundable)**

## Behaviour Issues

On the form you will be asked to write down any behaviour issues that your pet might have and you are aware of. Please don't be embarrassed about this – we will do our utmost to help your pet feel relaxed – but we do need to know of any problems in advance of the appointment. The Grooming Studio staff may use a basket muzzle to guarantee the safety of the groomer and/or well-being of the pet. The Grooming Studio reserves the right to refuse service if we feel it is in the pet's best interests, or the staff have been put at risk. Drove Vets have an experienced cat and dog behaviour services team whom we may refer to for advice if necessary.

## Vaccinations and Health

We may ask you to provide evidence that your pet is up to date with their vaccinations, in order to make sure that pets in our care are not at risk of encountering any diseases. We also ask that you use regular flea and worming treatments on your pet. If your pet has any health issues, the Grooming Studio staff must be made aware of these during the registration period. If your dog develops any illnesses since registering with us, please notify us before your next appointment. If your bitch is likely to be in season during their appointment, then you must let The Grooming Studio staff know beforehand. We reserve the right to re-schedule any appointments if we feel that it is in the dog's best interest.

## Matted coats

If the pet's coat is badly matted, it may be necessary to clip it off in order to prevent any further stress or discomfort for the pet. If this is the case, the owner will be notified by one of the staff members prior to grooming, at which stage you will be given a choice of cancelling the grooming session if you are not happy with our decision. De-matting will only be done on pets that have just a few matts on their body and are not distressed by the process of brushing them out. This may incur an extra charge.

## In case of emergency

In an event of a medical emergency occurring whilst your pet is in our care The Grooming Studio staff will contact the owner immediately. If we are not able to get a hold of you straight away, we will seek veterinary advice from a vet at the Drove Veterinary Hospital.

## Grooming appointments cancellation policy

We operate a cancellation list for people who require an appointment sooner than we are able to provide. Therefore if you need to cancel your appointment, please give us at least 24 hour notice so that we would be able to give your appointment to someone else. If you cancel your appointment with less than 24 hours notice, you will incur a fee of 50% of the cost of the appointment. If the appointment is missed completely, we will request the full cost of the groom your dog would have had. After two or more recurring short notice cancellations or no-shows, will ask for you to pay the fee for your pet's appointment in full prior to booking the next appointment. This fee is non-refundable if the appointment is missed, or cancelled at short notice.

## Extra charges

Extra charges may occur if your pet takes us longer to groom than we expect, due to behaviour problems or matted coat.

We will call you when your pet is ready to go home. We are very happy to look after your pet for up to 30 minutes after their agreed collection time at no extra cost. There will be an additional charge of £5.00 per half an hour thereafter. We ask that all pets are collected within an hour of their groom being finished, unless by prior agreement with a Grooming Studio staff member.

## Use of Animal images for advertising & social media

I give my consent for any images of my animal taken by The Grooming Studio to be used for advertising purposes or on social media.

## Advice given by The Grooming Studio staff

We may on occasion offer advice on grooming practices or suggest pet products or pet food that we think may be suitable for your pet. This advice is given in good faith, but The Grooming Studio and its staff will not be held liable for the implementation of this advice. If you have concerns about your pet's health or nutrition, please speak to a qualified vet.