



## Terms, Conditions & Policies

We welcome you and your dog to be groomed and cared for at Woof Professional Dog Grooming under the following terms and conditions. In booking your dog with us online, by telephone, in person or any other method, you do so accept our full terms and conditions. Please read our terms and conditions fully prior to your appointment.

Woof Professional Dog Grooming acts as an agent only. Grooming services are supplied by independent self-employed groomers. When you book an appointment, the contract for grooming services is formed directly between you and the self-employed groomer providing the service. Woof Professional Dog Grooming acts solely as a booking and payment agent.

Your Dog's Health & Welfare is of primary concern at Woof Professional Dog Grooming, and this is reflected in each of the services. We would like you to pay attention to the following policies we have in place to protect your pets and the groomers within our salons:

\*All pre-existing health conditions must be made clear and discussed with the groomer prior to grooming.

\*All dogs are groomed at the owner's risk. The groomer retains the right to refuse grooming to a dog which they believe is too unwell/infirm/aggressive/fearful/unfit to be groomed - if they must end a grooming appointment early and a dog is mid-way through a groom, they reserve the right to charge for the full appointment at their discretion.

\*Behavioural Issues must be honestly disclosed to the groomer prior to the appointment. Failure to do so may result in extra charges if extra time or an additional groomer is required to complete the groom. The groomer

reserves the right to terminate a groom should the dog be too fearful or stressed to continue, or the dog poses a risk to itself or the groomer.

\*Fearful dogs are welcome; however a plan may be set in place to re-train your dog to be groomed in a relaxed and comfortable manner. This may require more frequent appointments until your dog's behaviour improves, or he/she learns to be groomed without fear.

\*Sometimes the groomer can discover health / skin / dental issues which you may not have been aware of previously. If the groomer discover any issues or concerns, these will be disclosed to you upon collection, for you to then seek veterinary advice. The groomer is not liable for the discovery of ailments or issues during or after the grooming process. Woof Professional Dog Grooming accepts no liability beyond its role as booking agent.

\*Payment will be made on collection of the Dog. Prices quoted are only estimates based on an average Dog of the breed or type, but owners must be aware that some dogs will require extra work, time or effort and this will be charged on a half hourly basis of a minimum of £20 per half hour. The groomer on initial consultation cannot always predict this extra work

\*Advice may be given; however, the groomers have no medical training and are not vets. They cannot and will not diagnose or treat your dog for any medical issues.

\*Any complaints towards your dogs groom must be mentioned to the groomer 48 hours after the grooming appointment has been completed.

\*In the event of an emergency, you consent to the groomer seeking medical attention. This will be at owners cost. The groomer will always contact you as soon as possible.

## **PARASITE & FLEA POLICY**

*Will you groom my dog if he/she has fleas or ticks / other parasites?*

If you discover your dog has fleas prior to your appointment, please let the groomer know as soon as possible (less than 48hrs the cancellation fee will be applied). The groomer will rearrange appointments for dogs with fleas wherever they can to prevent contamination. If the dog arrives to their

appointment with fleas, the groomer will reject the dog and you must pay the full price of your appointment.

The groomer will always check your dogs for fleas prior to bathing and if they do discover your dog has fleas prior to bathing, they may turn them away to prevent contamination and you must pay the full price of your appointment.

It is possible however, that the groomer only discover fleas on your dog when bathing or grooming has already commenced. In this instance, the groomer will continue to groom your dog, however they have to use preventative measures to stop the spread of them to other animals in their care.

Dogs presented with fleas will be bathed in a flea-repellent shampoo. A £30 charge will be added by the groomer to your total groom price to cover the cost of additional measures to clean equipment and fumigate treatment of the salon.

If the groomer discovers a tick on your dog's coat during a groom, the groomers are trained to remove ticks with a tick-removal tool, and they will do so to try and relieve the dog from discomfort. Due to the nature of the parasite and the way they attach to the dog's skin, the groomer cannot always guarantee that 100% of the tick is removed in the salon and you may need to seek further advice from a vet.

The groomer will always call to contact the primary person on file, plus any other contacts they have for your pet prior to carrying out any tick removal or flea treatment, however if they cannot reach you they will perform the process required for the welfare of the dog - this may be to not continue the groom, to groom avoiding the affected area or to remove the tick and the decision is at the groomers discretion.

Please note, there may be additional charges if additional time is required to perform a groom due to ticks being present.

If the groomer suspect your dog is suffering with any other form of parasite, they will contact you as soon as possible. The groomer may apply the same policy per our terms & conditions or as per the flea policy above.

## **CANCELLATION/ NO SHOW POLICY**

*Do you charge a cancellation fee for grooming?*

At Woof Professional Dog Grooming, the groomers understand that life sometimes gets in the way and that appointments may need to be rearranged. Woof sends reminders via text and email two before your appointment and collects any cancellation fees on the groomer's behalf as booking agent.

Appointments can be re-arranged or cancelled up to 48 hrs prior to your scheduled appointment time without charge.

If you contact the groomer with less than 24 hrs notice, then a cancellation fee of 100% of your appointment. If you fail to contact us and do not attend your appointment, you will be charged the full cost of the appointment on behalf of the groomer. Cancellation made between 48 – 24 hours before the appointment will be charged 50% of the booking.

If you would like to book an appointment following a no-show, please note you will be required to pay for the missed booking via bank transfer, prior to your next appointment being booked.

## **LATE ARRIVAL POLICY**

*What happens if I'm late for my grooming appointment?*

The groomers follow strict appointment times to allow enough time to complete grooms to a high standard in a stress-free environment. We ask customers to attend their appointments promptly. If you are unable to attend an appointment on-time, your groomer will try to accommodate your dog as much as possible, however this can result in the whole groom not being performed if the groomer runs out of time.

If you are late for your appointment I'm sure you will appreciate that we cannot always manage the schedule in a way that means we can complete a groom as planned, the groomer will always try to manage the schedule to allow themselves to finish a groom but in the event they can't, you may need to book a short follow-up appointment to complete the groom and there will be an additional charge for this. If you are running 15 minutes or

more late, the groomer has the right to refuse to groom and it will be treated as a no show.

## **LATE COLLECTION POLICY**

*What happens if I'm late to collect my dog from their grooming appointment?*

If you are running late to collect your dog, please do let your groomer know as soon as possible. The groomer will of course take good care of your dog while they wait for you to return, however in the event you are more than fifteen minutes late the groomer will apply a late collection charge to cover the cost of the additional time required to care for your dog and the effect this has on their other appointments. This is charged at £10 per 15 minutes over.

## **MATTED DOGS POLICY**

The groomers understand that sometimes it can be hard to keep on top of your dog's coat at home and matting can occur, sometimes without you even realising. Matting can cause irritation and sores to your dogs skin if left untreated. Mild matting can be painful, however in severe cases, it can cut the circulation to your pet's skin and cause haematomas (severe bruising) which are harmful to the dog.

In the event that your dog's coat needs to be clipped down due to severe matting, the groomer is not liable for any post grooming effects such as skin irritation in matted areas or redness (which is not without risk). The groomer will always prioritise the welfare of the dog and their priority in this instance is to reduce discomfort or stress. Small areas of minimal matting can be brushed out for a maximum of 15 minutes on dogs that are comfortable with the procedure. This will be at the groomers discretion as to whether the dog is tolerating the de-matting.

More severe cases of matting may require a complete shave of the coat. This can result in a very short coat length, however much more comfortable for the dog. Advice on maintaining a well-kept coat is available from the groomers upon request. If you prefer to keep a longer style on your pet, the groomers recommend Wash & Go appointments in-between Full Grooms to keep the coat brushed and clean and help prevent matts from occurring.

The groomer will always call to contact the primary person on file, plus any other contacts they have for your pet prior to carrying out any de-matting or shaving, however if they cannot reach you, they will perform the process required for the severity of the matted coat. The following prices are charged to cover the additional grooming and wear & tear on the groomers equipment:

Small area of matting that needs to be shaved i.e. behind the ear and tail  
£5

Large area that requires the whole body to be shaved short. £10

Severe matting that requires to be shaved from nose to tail £15-20

All prices are guides and ultimately decided by the groomer. If you have any queries, please speak to your groomer ahead of your appointment or on the day

We appreciate you taking the time to read this and if you have any questions or concerns, please do ask your groomer.

With thanks from Team Woof! x