

Susie and Scruffy's Dog Grooming Terms and Conditions:



It is important to me that your dog receives the best service whilst visiting Susie and Scruffy's. These terms and conditions are just in place to ensure an understanding between me (the groomer) and you (the client) to enable this to be possible for all the dogs visiting the grooming salon.

- I, Susie, the groomer, will endeavour to make your dog's experience, while in my care, one that is comfortable and enjoyable to the best of my ability. I will aim to cater to your dog's age, gender, breed, knowledge of health and agility to the best of my ability. Should anything happen that arouses concern or injury, I will notify you and act accordingly. I aim to comply with a dog's welfare needs laid out in the Animal Welfare Act 2006.
- I kindly ask that You (the client) will:
 - o Notify me of any changes to information detailed in your signed consent form.
 - o Discuss your preferred grooming requests with me (the groomer) either at the time of booking or drop off. You understand that I will endeavour to meet these requests but nothing can be guaranteed. Should you have any concerns about the finished groom, please let me know and I will happily aim to make any necessary amendments at their next appointment.
 - o Inform me of anything I may need to know about your dog that may affect the grooming experience. This is to ensure the best possible health and safety for both the dog and myself. For example: The dog has a sore on its back; The dog does not like its paws being touched; The dog is nervous in new environments; The dog has shown signs of aggression at a groomers in the past. If I know about any possible concerns in advance, I can adapt accordingly for a safer and ideally more comfortable groom.
 - o Ensure your dog's vaccinations are kept up-to-date when visiting the dog grooming salon.
- Please note that payment is by **cash** or electronic transfer to *Susie and Scruffy's* in advance or at the time of collection. Preferably no cheques. **No debit / credit card** payments are currently possible.
- Any prices listed are a guideline and subject to change. All prices are calculated individually to cater for such factors as the grooming requirements; the dog's breed, coat type, size and temperament; labour; equipment and product use etc.
- **Please be aware that there may be additional charges** due if anything unexpected is discovered during the groom that adds to labour, use of products, excessive wear/tear on equipment etc. You will be notified of this during the groom or at time of collection. These are such things as:
 - o Fleas / parasites found on your dog (**Fleas** £8, + £5 for additional dogs) (**Tick removal** £5 per dog)
 - o Additional time spent **brushing out knots or matting** and /or clipping out severe matting (£5+)
 - o Addition time spent due to factors such as **styling, age of dog** (accommodating to elderly / puppies)
 - o Uncooperative, anxious, aggressive **behaviour / temperament** of your dog (£5+)
 - o There may be an **additional charge for the late drop off / collection** of your dog
 - o If you **fail to show up to a booked appointment** there will be a **full No Show Fee** to be paid at your earliest convenience. The amount payable is your **total appointment cost**.
 - o Any **last minute cancellation** (typically 24 hours or less) will incur a **cancellation fee of £30 per dog**.
- All data is confidential and will not be given to any third parties.
- Any questions / queries will be happily answered to the best of my knowledge.

Thank you for taking the time to read these Terms and Conditions. Your signature on your consent form is confirmation that you have read, understood and agree with all of the above. If you require a copy of the Terms and Conditions, please do not hesitate to ask for one. Please be aware that they may change slightly in the future.

Thank you for choosing *Susie and Scruffy's*.

I hope you will be delighted with your *Susie and Scruffy's* dog grooming experience and I look forward to your returning custom. Any feedback and suggestions are always welcome. If you are satisfied, please give me your support on Facebook by liking my page *susieandscruffys* and writing a review. Or just check it out to see and like or share your dog's before and after photos! You can also visit my website – www.susieandscruffys.com