



Terms & Conditions

**Doggies Salon Ltd ("Doggies Salon") a company registered
in England and Wales (company number 15247558)
Registered address: 12 Crown Lane, Chislehurst, BR7 5PL**

By accepting the services of Doggies Salon, the client is deemed to have accepted these Terms and Conditions.

1. Health and Safety

- 1.1. The client agrees to ensure their dog will be kept up to date on all vaccinations, de-worming and de-fleaing.
- 1.2. Whilst your dog is in the care of Doggies Salon every effort will be made to ensure your dog is kept safe.
- 1.3. Doggies Salon may act in the client's absence as guardian of their dog and may perform or take any action which they deem necessary in order to protect and keep the client's dog in good health.
- 1.4. Grooming procedures can aggravate or expose previously hidden medical problems, during or after the groom.
- 1.5. If your dog becomes ill while in our care, we may contact the local vets for advice. Unless it can be clearly shown that Doggies Salon is liable, all vet costs shall be at the owner's expense.
- 1.6. Grooming may expose underlying skin or health problems for which we cannot be held liable.
- 1.7. The client understands that the utmost safety and care is given to their dog and that it is possible for cuts or grazes to occur during the groom and are accepted at the client's risk.
- 1.8. While we make every effort to groom your dog safely, accidents can occur due to the sharp nature of grooming equipment.
- 1.9. Accidents may include but are not limited to:
 - 1.9.1. Cuts

- 1.9.2. Nicks
- 1.9.3. Scratches
- 1.9.4. Nail bleeding

- 1.10. Accidents often happen when a dog moves around on the grooming table, and we can refuse our services should your dog presents a risk of injury to themselves.
- 1.11. Owners agree to be responsible for any veterinary bills resulting from such accidents.
- 1.12. Any injury noticed after the grooming session must be reported within 48 hours; otherwise, we cannot accept liability.
- 1.13. We withhold the right to use a muzzle, if we deem it necessary.
- 1.14. The client agreed to cover costs in relation to any damages or injuries caused by their dog whilst being groomed.

2. Senior and Medical Issues

- 2.1. Grooming services can be stressful to senior dogs (10 years old and above) and dogs with health or medical problems.
- 2.2. The client confirms it is their responsibility to inform us ahead of time of all health concerns and that their dog is fit and healthy to be groomed.
- 2.3. Whilst we understand that health problems may arise at short notice and we will happily cancel or amend your appointment as a result, a fee may still occur in line with our cancellation policy.

3. Aggression and Behavioural Issues

- 3.1. Our services can be stressful for some dogs, and such behavioural issues may occur even in the most well-trained of dogs.
- 3.2. The client confirms their dog has no previous record of aggressive or anti-social behaviour and has made a full disclosure of any characteristics and/or traits that might make their dog unsuitable for grooming.
- 3.3. Should the clients' dog display aggression or bad behaviours towards our employees, and it is deemed unsuitable by Doggies Salon, Doggies Salon reserves the right to cancel the appointment with immediate effect and client will still be charged for the service.

4. Coat Maintenance

- 4.1. It is the owner's responsibility to maintain their dog's coat between professional grooms.

- 4.2. Regular professional grooming every 4 to 6 weeks is important to prevent matts, de-matt any hidden and troublesome matts, keep your dog's hair at a healthy length and maintain healthy skin and overall health for your dog.
- 4.3. Matts can occur when a dog is not brushed or groomed regularly. This can also happen when a dog is not brushed properly, even if done regularly.
- 4.4. Without regular grooming and brushing, there is a significantly increased chance your dog will develop matts. While your dog may not seem matted, matts and their consequences can be completely hidden from view, especially if your dog has a thick coat.
- 4.5. Consequences include:
 - 4.5.1. Blood supply to extremities being cut off, and air circulation to skin denied
 - 4.5.2. Open sores are likely to form and will emit foul odours
 - 4.5.3. Organic matter, such as weeds and sticks, can become embedded in the skin
 - 4.5.4. Matts have been known to hide the dog's stool (leaving it to become dry and become crusty on the skin over time) and even contain fly larvae that can further irritate the skin
 - 4.5.5. Heavy matting can trap moisture and urine near the dog's skin, allowing mold, fungus and bacteria to grow, leading to skin irritation, sores and infection
- 4.6. Dogs naturally shed hair, and this process continues even when the coat is compact or matted. When you brush out a matted coat, you're likely to remove both the matted hair and some of the loose hair that would have eventually shed. This can lead to a loss of volume of the dogs coat.
- 4.7. If a dog is overly tangled (matted) or de-matting would cause undue stress and discomfort to your dog, we will recommend a complete shaved-off for the welfare of the dog. A shave-off will significantly change your dog's appearance as their hair will be short and close to the skin. The client will be contacted to obtain consent, and an additional fee will be applicable.
- 4.8. If the client does not consent for their dog to be shaved-off for the welfare of the dog, we will stop the service immediately and request you to collect your dog. In this event, the price of our services will be calculated on a pro-rata basis according to the stage of completion of your service and is payable on collection.

5. Double coat Breeds

- 5.1. Doggies Salon does not recommend shaving down double-coated dogs unless it is deemed absolutely necessary for their health and welfare.
- 5.2. If a double-coated dog is shaved down, potential complications include:

- 5.2.1. The coat growing back in a different texture/colour
- 5.2.2. Bald patches
- 5.2.3. Hyper-pigmentation of the skin
- 5.2.4. Darkening of the skin where the hair has not grown back
- 5.2.5. Loss of the top layer of the coat
- 5.2.6. Coarse regrowth of hair in different directions
- 5.2.7. Sun/heat/stroke/cold weather damage due to exposure to the elements
- 5.2.8. Exposure to bug bites
- 5.2.9. Reduced protection against scratching

5.3. If you wish to shave your double-coated dog, you must agree to authorise our employees to do so and agree not to hold Doggies Salon responsible for any complications, including but not limited to the complications described above, which may result.

6. Parasites

- 6.1. The client will be notified immediately if fleas are found on a dog, and with the client's consent a treatment will be applied, and an additional fee will be applicable.
- 6.2. If the client does not wish for a fee treatment to be applied, we will stop the service immediately and request you to collect your dog. In this event, the price of our services will be calculated on a pro-rata basis according to the stage of completion of your service and is payable on collection.

7. XL Bully/Banned Breeds

- 7.1. We do provide grooming services to XL Bully on the following basis:
 - 7.1.1. The dog is registered with the index of exempted dog (IED) and a copy of the life certificate is provided by the client
 - 7.1.2. A copy of the public liability insurance certificate for the dog is provided by the client
 - 7.1.3. The dog is Neutered – in line with Government Rules
 - 7.1.4. The dog is kept on a lead and muzzled at all times when arriving at our salon
- 7.2. A lead and muzzle can be removed, if necessary whilst the dog is in the water, as long as our employees feel comfortable with this

8. Pre-Appointment Preparations

- 8.1. Do not feed your dog for at least 2 hours before their appointment.
- 8.2. Ensure your dog is adequately toileted before arriving at Doggies Salon.

9. Pre-consultation

- 9.1. We will discuss the client's requirements and the grooming style of their breed before a groom is carried out and the client understands and agrees that these styles may vary due to length, texture and condition of their dog's coat.

10. Additional Charges

- 10.1. Extra charges may apply to your appointment:
 - 10.1.1. De-matting/Shave off - £20
 - 10.1.2. Flea treatment - £20
 - 10.1.3. Dog's temperament and willingness to be groomed- £20
 - 10.1.4. Late arrival fee (more than 20 minutes late) - £10
 - 10.1.5. Late collection fee (more than 20 minutes late) - £10

11. Payment and Cancellation Policy

- 11.1. We accept cash and all major debit and credit cards, including Amex.
- 11.2. A £20 deposit is required to secure any spa treatment appointment.
- 11.3. The remaining appointment fee will be charged upon collection of your dog.
- 11.4. Cancellations must be made 48 hours before the appointment; otherwise, the deposit is non-refundable.
- 11.5. If a client cancels less than 48 hours before the appointment or fails to arrive, the £20 deposit for that booking is lost and a further deposit will be required for future appointments.

12. Membership and Payment Terms

- 12.1. Doggies Salon has a fixed monthly loyalty membership.
- 12.2. The first payment for the contracted monthly membership will be debited on the day the membership is activated with all future monthly payments charged on the same date.
- 12.3. The monthly fee will be charged to the credit or debit bank card stored securely on the Collar App Payment Software.

- 12.4. It is the client's responsibility to ensure the correct card details are provided and kept up to date on the Collar App Payment Software via the Collar Customer Portal.
- 12.5. The monthly debited payment will pay for services provided for the next 30 days.
- 12.6. If the client fails to make any payment due to Doggies Salon under the contract by the due date for payment, Doggies Salon will have the discretion to charge the client interest on the overdue amount at a rate of 10%p.a. above Bank of England Base Rate. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount.
- 12.7. The client shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law).
- 12.8. Doggies Salon may at any time, without limiting its other rights or remedies, set off any amount owing to it by the client against any amount payable by Doggies Salon to the client.
- 12.9. Doggies Salon requires one month's notice of cancellation of our monthly membership. The client agrees to provide such notice or pay the amount that would be due during this notice period.
- 12.10. The client may cancel with notice at any time; there is no minimum term of contract.
- 12.11. Doggies Salon shall reserve the right to terminate the contract with immediate effect.
- 12.12. The client will not receive a refund for any paid membership should the contract be terminated with immediate effect by Doggies Salon.

13. Limitations of Liability

- 13.1. Whilst we take every reasonable precaution to prevent it, we will not accept any responsibility for any loss, injury, death or illness suffered by your dog in our care, except to the extent that we are unable to limit or exclude our liability by law.
- 13.2. The client agrees they are able to insure their dog under a pet insurance policy.
- 13.3. The client will take responsibility for any costs which may be incurred, by either veterinary or other, as a result of any damage, accident, or sickness caused to or by their dog and will pay any such costs or expenses on demand.
- 13.4. Doggies Salon's total liability to the client, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract shall be limited to £1,000 or the total fees paid under the Contract, whichever is lower.

13.5. Our Limitations of Liability clause shall survive termination of the Contract.

14. Social Media and Marketing Consent

14.1. The client provides consent for their dog's image to be used in photo or video format on Doggies Salon promotional material and social media or in any format that Doggies Salon considers appropriate.