



# Terms & Conditions

## Payment & cancellation

- **Cancellation.** We require 48 hours notice for a cancelled appointment, for any reason. We reserve the right to charge up to the full cost of the booked service if we do not receive 48 hours notice.
- **Pricing.** All prices provided are an estimate only. Additional charges that may apply are outlined in these terms and conditions and specifically may include, but are not limited to:
  - Dogs that are considered overweight or oversized for their breed as determined by our professional judgement.
  - Dogs with unkempt, neglected and overly matted coats.
  - Dogs whose behaviour requires additional handling for any reason (e.g. nervous, anxious, timid, excitable, elderly and young dogs).
  - Dogs with fleas or ticks.
- **Time-keeping.** If you arrive more than 15 minutes late, your appointment may be cancelled or we may have to charge you an additional fee. If we have given you a collection time and you arrive more than 15 minutes late, you will be charged £5 and an additional £5 per subsequent 15 minutes.
- **Tips.** Tips are acceptable, and gratefully received, but should be given directly to staff who will retain them entirely.

## Services

- **De-matting.** We can only de-matt for 15 minutes for the sake of the dog's welfare. If your dog requires longer, we will discuss this with you and may recommend clipping (£10+).
- **Clipping.** Clipping of a matted dog may be appropriate, but can cause irritation, redness, or nicks. Conditions may also be revealed once the matting has been removed. You will need to maintain vigilance after clipping, and a vet's advice may need to be taken.
- **Teeth cleaning.** Our service is non-medical and on a best-effort basis. We generally achieve good results, but this is not guaranteed. We are dependent on positive pet behaviour. If we are unable to proceed with the appointment (at our sole discretion), you will only be charged £10 to cover administration and equipment costs.

## Safety, health and care

- **Behaviour.** Aggressive dogs may need to be muzzled. You must inform us on booking of any behavioural problems and if you do not wish your dog to be muzzled. Refusal may result in the groom not taking place.

- **Owners.** We may require you to stay with your dog during the groom, particularly for nervous and reactive dogs.
- **Puppies.** Puppies should wait 2 weeks after their second vaccination before being groomed.
- **Illness.** If your pet appears unwell, they will not be accepted for grooming due to the risk of cross infection.
- **Allergies.** You must let us know about any allergies or susceptibility to irritation upon booking.
- **Vaccinations.** You are responsible for ensuring your dog has been vaccinated. We may require proof of vaccination.
- **Toileting.** Please ensure that your dog has been given the opportunity to be relieved before their appointment.
- **Fit & healthy.** You must inform us upon booking of any medical conditions. You may be asked for a letter from your vet stating that your pet is fit to be groomed.
- **Micro-chipping.** We will not groom any dog that has been micro-chipped within the last 48 hours.
- **Pregnancy or in season.** Bitches which are pregnant or in season will not ordinarily be accepted for grooming. You should discuss this with us and we may be able to make special arrangements (e.g. last groom of the day).
- **Feeding.** Please do not feed your pet within 30 minutes prior to their appointment.
- **Fleas.** If your pet is found to have fleas, we will charge an extra fee of £10 to cover the cost of treatment and disinfection of the salon.
- **Ticks.** If your pet is found to have a tick, we will charge an extra fee of £3 for removal. Following which, you should seek veterinary advice: ticks are known carriers of disease and veterinary treatment may be required.
- **Ears.** Plucking hair from a dog's ear canal can lead to specific irritation. We will not do this unless requested by the owner and where we groom the dog regularly.
- **Anal glands.** We do not perform anal gland expression. This should be done by a veterinary professional.

#### Other

- **Marketing.** We may photograph your dog before, during or after its groom and use any photo as part of our marketing activities (including social media).
- **Feedback.** Complaints etc should be directed to [management@muddymutts.uk](mailto:management@muddymutts.uk). Any feedback is gratefully received.
- **Privacy.** Please see our Privacy Notice on our website.

#### Very important

- **Insurance.** You are responsible for ensuring your dog is insured.
- **Veterinary costs.** Any dog deemed by us to be in need of immediate veterinary attention, for whatever reason, will receive this. You agree that you will be liable for

any resultant costs. This includes where an accident has been caused by us, which is possible given the sharp equipment used.

- **Liability.** We will not accept any responsibility for any loss, injury, death or illness suffered by your pet whilst in our care, except to the extent that we are unable to limit or extend our liability under statute.
- **Refusal.** We have the right to refuse any customer or dog, or to cancel an appointment, without reason.
- **Lost Possessions.** We will not be held responsible for any loss of personal items during the appointment.

These Terms & Conditions may be updated at any time. Please check back regularly.