

When accepting a booking with us at Pawticulars Pet Services Ltd you are agreeing to the following terms and conditions.

Late Cancellations or 'No Shows'

We require a minimum of 24hrs notice for any cancellations. This allows us to fill your appointment slot with another client or rearrange our day as necessary. If you fail to adhere to this policy, or fail to turn up to your appointment you will be required to pay 50% of your missed appointment. You may also be asked to provide a non-refundable deposit for future appointments.

Late Arrival or Collection

If you are more than 15minutes late dropping off your pooch we are highly unlikely to be able to groom them in that appointment slot. This is because we pride ourselves on not rushing the groom itself and will work to your dog's pace. This may result in a no show fee being applied.

We will give a collection time when you drop off your pet and will advise if we are able to alter this in anyway. Sometimes we can offer flexibility with collection however please check with us first, as we are not a boarders and frequently we have dogs in that do not socialise well with other dogs. This is not fair on your dogs or us, once we have finished the groom they know they are going home soon.

Fleas

Please keep your pet up to date with flea treatment. We will advise you if your pet has any little visitors, dead or alive, at their visit. We will add a charge to those with fleas to cover the costs of flea shampoo, flea bombing the salon and any potential loss of income should we have to cancel the next clients to avoid cross-contamination. This is from £5 dependant upon the size of dog and infestation.

Matting

Matted dogs will incur an extra fee. Matting is not only a health risk to your dog but also takes a toll on our equipment, the groom time and subsequently add expense. We are always happy to show you how to keep on top of your dog's coat at home as well as helping choose styles which are practical for your lifestyle. Please just ask. Matting fees are from £10 dependant upon size of the dog and the extent of matting/time taken.

Please note. All fees are charged at the groomer's discretion. We understand life gets in the way sometimes. If you have any concerns regarding your appointment, honesty will always be appreciated and reciprocated. Any health problems must be stated at time of arrival. We reserve the right to refuse your dog a groom and to stop a groom if it becomes too dangerous.

By signing below you are agreeing to the terms and conditions stated above.

Signed: _____

Date: _____