



## Terms & Conditions

### 1. The care of your pet

Scruffy Puppy's Mobile Dog Grooming will take every care of your pet ensuring his safety and wellbeing are a priority. In the event your dog becomes distressed, every effort will be made to complete the job to a satisfactory standard. After every completed grooming session I will be happy to discuss the outcome with you to ensure that our service meets the needs of you and your pet. Occasionally it may be necessary to complete the groom over a couple of different appointments, and these will be discussed and priced on a case by case basis.

### 2. Examination of your dog

I will examine your dog for any irregular lumps or infections during the grooming process and if anything is found I will advise you. This is not a professional medical examination as would be given by your vet or medical advice and for this your vet must be consulted. Please note all dogs should be free of parasites, fleas, ticks and worms. If these are found on your pet, you will be charged an additional £10 for extra treatment and sterilization of all equipment.

### 3. Insurance

Scruffy Puppy's Mobile Dog Grooming has full public liability insurance, and a copy of the insurance certificate is available on request.

### 4. De-matting

In the event of badly matted fur, it may be necessary to clip the fur off. Excessive de-matting causes distress to your dog, and we can discuss the best approach on examination of your dog. Matted coats will be clipped short, in accordance with the Animal Welfare Act. A shave off form will need to be completed and signed before the groom can begin. An additional fee will be charged for matted coats as they require more time and skill, along with wear and tear on equipment. I will then advise you on a healthy grooming routine and tools to use to manage your dog's coat long term.



Please make sure your dog has relieved itself prior to grooming





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### 5. Cancellations

I understand things happen and changes need to be made, and ask that you give as much notice as possible so that I can try to rearrange the diary for another customer. In the event you have no option but to cancel with less than 24 hours notice, a 50% cancellation charge will be incurred and invoiced. Appointments that are missed and no notice given will be charged and invoiced at the full cost of the basic grooming session.

### 6. Appointment Times

All times are approximate. I aim to be on time or early to appointments. However working with animals can be unpredictable as well as dealing with traffic. If I am severely delayed you will be informed by text or phone call.

### 7. Dog Behaviour

You must inform me if your dog has ever bitten or displayed aggression. The Dangerous Dogs Act holds owners liable for bites and injuries caused by their dogs. If a dog tries to bite, a muzzle may be used to carry on the groom. If completion of the groom is not possible for your dogs and my safety, I reserve the right to refuse to finish the groom. You will be liable to pay for the part of the groom completed.

### 8. Photography and Marketing

Your dog may be photographed before, during and after their groom. These images, along with the dog's name, may be used on our Facebook page, website or for other advertising. Please state before the groom commences if you do **NOT** wish for your pet to be photographed.



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