



TERMS AND CONDITIONS

Health & Vaccinations

To ensure the wellbeing of all pets in our care, owners must confirm that their pets are fully up to date with vaccinations against common illnesses and viruses. Proof of vaccination must be provided upon request, along with details of your current veterinarian. I reserve the right to refuse service without refund if this information cannot be provided.

Elderly Pets & Medical Conditions

Grooming can be stressful for older pets or those with underlying health conditions. In such cases, Scruffs No More may seek immediate veterinary attention if I believe it is necessary. While I will attempt to contact you first, I may take your pet to your registered vet or the closest available veterinary practice. Any veterinary costs incurred will be the owner's responsibility.

Please be aware that pets may behave differently or experience mild digestive or behavioural changes after grooming. This typically resolves within a few days. If symptoms persist, consult your vet.

Flea & Tick

Please help me maintain a flea free salon. Fleas can happen to anyone, they are not picky and there is no shame in it, so ask me or your vet for help with controlling them.

Should your dog have fleas, I will charge a fee of £20 in addition to the cost of the groom. Your dog will be bathed using a flea and tick shampoo to kill the parasites, towel dried and you will be asked to collect your dog as soon as possible.

The fees will cover the cost of the extra time it takes to clean my salon, rearrange any remaining appointments for that day as I do not want to run the risk of my next clients' dog getting infested with fleas.

Note: If you use spot-on parasiticides, please refrain from applying the treatment for a few days (as per the advice provided in your user notes)

Safety & Accidents

Although I take every precaution, grooming tools are sharp, and minor incidents (e.g., cuts, scratches, or nail quickening) can occur, particularly if your pet moves suddenly. If your pet becomes too distressed or poses a safety risk, I may stop the groom in their best interest.

Please ensure your pet has relieved themselves before arriving. Avoid feeding your pet within 30 minutes of the appointment.

Also, please inform me of any medical conditions before the groom. A vet letter may be required to confirm your pet is fit to be groomed.

Scruffs No More accepts pets for grooming entirely at the owner's risk. I do not groom pets microchipped within the past 24 hours.

I reserve the right to refuse service to any pet or customer at my discretion, and to cancel appointments if they pose a risk to me or the pet, or if the booking is inappropriate (e.g., incorrect size, coat type, or service selected).

Coat Condition

I will carry out a thorough coat check on your dog. However, it is worth noting that it can be hard to determine the extent of the matting until the dog is wet.

It is important to understand that a matted coat is difficult and painful to brush/comb and therefore under the "Animal Welfare Act 2006", I will only be able to shave the coat and not provide any styling. This will help to start over with new coat growth for the future styling of your dog.

If I have to shave off your dog, a matting fee of £15 will be added to the amount of the groom. A matted coat puts extra strain on my grooming equipment as well as the groom taking longer to ensure the dog stays calm and given sufficient breaks during the process.

As the owner, I ask that you agree that I will not be held liable for any after-grooming effects of matt clipping procedures or problems uncovered on a badly matted, neglected coat, which could include, but are not limited to, the following: itchiness, skin redness or self-inflicted irritations/abrasions from excessive rubbing.

Please be aware that there is a much higher risk that the dog's skin could be nicked with the clippers as I have to get the blade underneath the matting in order to remove it and although I will make every effort to avoid it, it does occasionally happen. I cannot be held liable for any injuries or nicks that occur as a result of a clip off due to matting.

Behaviour

Please let me know if your dog has been refused a groom for whatever reason. I have the right to work in a safe environment and therefore reserve the right to refuse any groom or treatment, at any time.

I need to feel safe in my salon. If your dog starts to show signs of aggression and/or is snappy, I will use an appropriate muzzle during the groom.

Additional charges may apply for extra time required due to a dog's temperament and or behaviour during a groom or treatment. You, as the owner, agree to be held solely liable for any harm, injury or damage caused by your dog and any costs thereafter incurred.

Pregnancy

I will NOT groom your dog if she is pregnant.

Nor will I groom your dog if he/she has been castrated or spayed without clearance from your vets.

Pricing & Appointments

My prices are based on pets being in good health, with manageable coats and temperaments. Additional charges apply for:

- Severely matted coats (especially those requiring clipping off)
- Behavioural or health-related delays

No Show, Cancellations & Deposits

As a small business, no-shows can have a detrimental effect on me. You will be asked to pay the full grooming fee.

I ask for at least 48hrs notice to cancel or reschedule your appointment. Less than 48hrs notice 50% of the service fee applies, less than 24hrs 100% of the service fee applies.

A deposit of £25 is required for all new clients and paid via a link on the date of your enquiry. I will only hold the appointment for 1 day then the system will automatically cancel your booking. This is a one off payment, and the amount will be deducted from the full grooming fee on the day of your appointment.

Late arrivals & Collection

Possible you may be subject to the following:

- **15-30 minutes late drop off and/or collection:** £10 fee
- **Over 30 minutes late:** Considered a no-show; deposit forfeited

Social Media

I may take photos or videos of your pet before or after their grooming session for use on my social media, website, or marketing materials. If you do **not** consent to this, please let me know **before** your appointment.

Scruffs No More reserves the right to update these terms and conditions at any time without prior notice.

Signed: _____

Date: _____