

# **Terms and Conditions – Please Read!**

## **Matted and Knotted Dogs**

Matted/Knotted Dogs will be charged between £5-£25 Extra. Grooming prices are for dogs that are matt/knot free, combed regularly (comb should glide through the coat from the skin) and are professionally groomed every 6-8 weeks. Prices are non-negotiable

## **Cancelations**

Freshpaws is an appointment only salon. We therefore require at least 48 hours' notice if you are unable to attend. Missed appointments will be charged half the price of the grooming session. We will not take responsibility for unsent text reminders.

Clients who repeatedly miss appointments will be required to pay in advance for their appointments. We reserve the right to not offer further appointments. Cancelations must be made by telephone or reply text in accordance with our opening hours. Mon-Sat 8am to 3.30pm.

## **Collection and drop off times**

Please attend your appointment on time. Being as little as 15 minutes late delays the grooming session not only for your dog but those booked in for the rest of the day. It is therefore unlikely that we be able to groom your dog due to timing. Your appointment will be cancelled, and a 50% charge will apply. Please be considerate and collect your dog on time as we now charge a late sitting fee. Please do not arrive BEFORE you have been called to collect as this disturbs the grooming process and we may not be able to continue. We have 2-way mirrors, and your dog **WILL** know you are there.

## **Late Collection Fee**

Once your dog has been groomed, we will call you in the agreed time frame to collect. We understand that traffic and meetings can cause a delay in collecting but please understand we are unable to keep your dog for any reasons other than grooming. Due to the lack of space and disturbance to other dogs being groomed, anyone who fails to collect their dog after 20 minutes of the agreed timeframe will be charged a sitting fee. Our sitting fee charge is £5 for every 20 minutes you are late to collect.

## **Toileting**

Please ensure your dog has been walked and toileted before bringing them to be groomed. Please do not use our premises as a toilet area for your dog. All dogs should be toileted before their appointment. Should your dog toilet in our salon causing us to re-wash your dog an additional "wash only" charge will be added on to the groom.

## **Fleas**

If your dog is found to have fleas, you will be charged and additional £14. This covers the cost of Flea shampoo and the cost to decontaminate the salon to prevent further infestation.

## **Deposits**

We require £20 deposits to customers who have not attended our salon before. This secures your appointment slot and protects the business from missed appointments. £20 will be deducted from the grooming price. Should your dog show signs of aggression OR we are unable to groom your dog in anyway due to no fault of our own the deposit will NOT be refunded. We are happy to discuss new grooms prior to taking a deposit.

## **Aggressive behaviour.**

If your dog is aggressive to any member of staff we will call you for collection. The FULL price of groom will be charged despite the stage of grooming we have got to.