**Please text Lisa on 07830 535613 when you have arrived in your car and she will reply when its ok to come down to the salon, please come down the drive to the salon, do not ring the main house bell.**

**GENERAL**

1. **Deposits:** £20 deposit required for each cat. Your deposits can either be taken of your groom or rolled over to the next booked appointment. The deposit can be bank transferred direct to Miss L J Langley 23-05-80 39466163, or Critterz Grooming can Invoice you for this. 50% deposits required for all December bookings to be paid by 20th November. Deposits will be noted on your client record card on the electronic booking system.
2. **Appointment Times:** I work by appointment only. Please be punctual. If you are late more than 10/15 mins, your appointment will be rescheduled. If you are over 5 minutes early you will be asked to wait until your appointment time. If you are late more than 10/15 mins, your appointment will be rescheduled. You will be advised what time to collect your dog. Please be punctual (early) as I CAN NOT accept the next pet until the previous pet has left. Charges will be made for late collection, £5 per 15 minutes, Please use the doorbell and do not knock the house door.
3. **Heath and Wellfare:** By attending your appointment you the owner confirm that your dog is fit and healthy. If your pet appears unwell at the time of the appointment, they will not be accepted for grooming due to the risk of cross infection to other pets. In this case you will be asked to re-book the grooming appointment once your pet has received vet attention and has fully recovered.
4. **Elderly/Sick Dogs:** Grooming of sick or elderly dogs is entirely at owner’s risk. The owner may be required to stay with these dogs by Critterz Grooming. It may mean that the need multiple short sessions to be fully groomed.
5. **Fleas:** We DO NOT do flea baths your dog needs to come flea free. If your dog is found to have fleas and I have not been informed by you the owner, the dog will either be sent home unfinished and you will be charge for the time already spent with the dog, or there will be an additional cost of £10 to pay for the products required for me to treat the salon. If your pet has an infestation twice then you may be banned from the salon.
6. **Your Pets Health And Welfare:** By attending your appointment you the owner confirm that your dog is fit and healthy. Grooming of sick or elderly dogs is entirely at owner’s risk. I do not take responsibility if your dog develops allergic reaction to shampoos, conditioners or any other grooming products. (Please do inform me of ANY irritations as there are measures I can implement to minimise certain factors). Dogs showing signs of aggression / stress will not be bathed. In extreme circumstances a cat muzzle may be used or the owner may be called to collect their pet, even if the groom is unfinished.
7. **My Safety:** I reserve the right to muzzle your dog if it represents danger to me, or a danger to its self due to attacking clippers/scissors etc. **Any dog who shows aggression to people may not be accepted for grooming.** Please let me know beforehand if your dog has behavioural problems. I agree that I have truthfully informed Critterz Grooming if my pet has ever bitten another animal or a human, or if they have any other aggressive tendencies. I agree and understand that I will be held solely responsible for any injury, harm or damage to property/Groomer caused by my pet.
8. **Satisfactory State:** Critterz Grooming reserves the right to refuse to groom a pet in an unsatisfactory state, including, but not limited to, behavioural issues, fleas, ticks, other parasites or kennel cough. You must inform Lisa if you dog has even been refused/banned from a salon or has previously bitten.
9. **Responsibility:** Critterz Grooming will not be responsible for any conditions or problems discovered during grooming. Occasionally grooming can expose a previously hidden medical issue, or aggravate a current one. This can happen during or after grooming. I use very sharp professional scissors and clippers on a moving object (your cat) every precaution will be taken to prevent any injury. If an accident occurs in which I need to take your pet to a vet please be aware you may be liable for any costs. If my pet’s vet is not available, I authorise Critterz Grooming to use its closest vet.
10. **Limitation of Liability Regarding Your Pet:** Whilst we will take every care of your pet whilst it is being groomed, any pet left on our premises is left entirely at the owner’s risk. Whilst we take every reasonable precaution to prevent it, 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 exclude our liability by law.
11. **Grooming Effects:** Critterz Grooming will not be liable for any after-grooming effects of de-matting, clipping or brushing procedures, or problems uncovered on a badly matted or otherwise neglected coat including, but not limited to, skin redness, itchiness, or self-inflicted irritations from excessive external scratching or rubbing, post groom furunculosis, pyoderma - superficial or deep and/or pyotraumatic dermatitis. Time and costs associated with de-matting are unpredictable. Critterz Grooming will advise if a vet is required to see your pet due to matting. Be aware it will feel odd to your dog to have all these knots removed so please be vigilant in the days following a clip off to prevent any unnecessary injuries occurring from scratching after a clip down. If ears are badly matted it is possible your dog will get haematomas ………………………………………..
12. **Dogs Hapiness an Welfare:** Dogs who show avoidance and/or aggression during grooming may require a vet assessment prior to being booked for future grooms. Refusal to groom the dog until a vet has been sees is at the discretion of Critterz Grooming. **Welfare Act:** No Dog will be subjected to stress or discomfort and all Dogs will be groomed in accordance with The Animal Welfare Act 2007.
13. **Ear Plucking:** Removing the hair can irritate the delicate skin of ear canals and lead to ear problems. Plucking the hair from a dogs ear canal leaves minute openings on the skin where bacteria could settle more easily. I only pluck ears if it is requested by the vet and the dog has had no ear problems. Or I will advise to seek vet advice if there are issues present or I can also show you the owner how to maintain removing the hair weekly at home which minimises risks from plucking ear hair.
14. **Flease/Ticks:** If your dog is found to have fleas and I have not been informed by you the owner there will be an additional cost of £10 to pay for the products required for me to treat the salon. If your pet has an infestation twice then you may be banned from the salon.
15. **Anal Glands:** Unfortunately anal gland expression is deemed to be a "veterinary procedure" by some vets and therefore under the Veterinary Surgeons Act we are now prevented from performing this service for you.
16. **Time Keeping:** I work by appointment only. Please be punctual. If you are late more than 10/15 mins, your appointment will be rescheduled. Most grooms take 1-2 hours or more depending on the size and the temperament of the dog, and its coat condition. You will be advised what time to collect your dog. Please be punctual (early) as I CAN NOT accept the next dog until the previous dog has left. Please use the doorbell and do not knock the house or salon door.
17. **Pricing:** All prices quoted are an estimate and can be subject to change.
18. **Noisy Dogs:** please note we do not take on noisy dogs, or noisy dogs may be banned, as I live in a residential area and need to respect the neighbours.

**YOUR GROOMING REQUIREMENTS AND DE-MATTING CHARGES**

1. **Grooming Requirements:** We will use reasonable endeavours to groom your pet to your requirements. However, if your pet’s coat is matted you acknowledge and agree that it may not be possible for our grooming team to achieve the style that you desire. In some cases, it may be necessary for our grooming team to clip out (shave) your pet’s coat. If this is likely to be the case, we will discuss this with you during the consultation and you will be asked to sign our Clipping Policy document.
2. **Normal Condition**: It is assumed that you will bring your dog into the salon in Normal Condition. That is; that you groom your dog at home (right down to the skin) regularly between appointments, and that it you will present your dog at the salon in an unmatted and ***dry*** state. *Any condition other than "Normal" will most probably take us longer to deal with and will therefore incur additional charges.*
3. **Additional De- Matting Costs:** Where your pet’s coat is matted, additional charges to the cost of the groom will be incurred. The additional charges will depend on the severity of the matted coat: **a.** Targeted de-matting (such as under the legs and behind the ears): where we carry out targeted de-matting, an additional charge of £5.00 to the cost of the groom will be incurred. **b.** General de-matting over the whole body (only available where the process is likely to take less than 15 minutes): where we carry out general de-matting, an additional charge of £10.00 to the cost of the groom will be incurred. **c.** Clipping out (shave) of the coat: where we need to clip out your pet’s coat, an additional charge of £10.00 to the cost of the groom will be incurred.
4. **Matting:** If your pet is repeatedly matted then you may risk being banned from the salon if the relevant advice is not followed.
5. **Leads:** Dogs must come to and leave the salon on a short lead (ideally not a flexi lead).
6. **Toiletting:** Wee Wee's Please! Please ensure your dog has had an adequate chance to relieve itself before you come to the salon. We do not have the time or the facilities to do this for you. If your dog defacates or urinates during the grooming process and requires a second bath you will be charged appropriately.

**YOUR RIGHT TO CANCEL AN APPOINTMENT / REFUSE TO GROOM**

1. **Refuse to Groom:** Critterz Grooming has the right to refuse to groom a pet without reason.
2. **Stopping a groom once its started**: Critterz Grooming has the right to cease a groom if it would affect the pet’s welfare to continue the groom and / or if there is a risk of injury to the grooming team in continuing the groom.
3. **Refund of Deposit and Charges**: **a.** Should we refuse to groom your pet for reasons unconnected to your pet’s behaviour, any deposit you may have paid for the appointment will be refunded. **b.** Should we refuse to groom your pet for reasons connected to your pet’s behaviour, we reserve the right to treat the appointment as a missed appointment, in which case the deposit you have paid will become non-refundable. **c.** If we have started the groom but have to cease the groom for any reason before it is completed, we reserve the right to charge a reasonable fee for work carried out up until the point of ceasing to groom.

**YOUR RIGHT TO CANCEL**

1. **Cancelling an appointment:** You can cancel a grooming appointment for any reason by phoning or texting 07830 535613. If you cancel a grooming appointment with more than 48 hours’ notice, then we will refund you the deposit that you paid when booking the appointment. We will refund the deposit as soon as possible and in any event within 14 days after the day on which you told us that you wanted to cancel the appointment. 2 days (48hours) notice if you need to cancel your appointment. Between 24 and 48 hours notice will require you to pay 50% of your groom cost, less than 24 hours notice or a no show and you will be required to pay the full cost of your groom and a new deposit will need to be paid in order to secure the next scheduled appointment. Im aware that sometimes there are extenuating circumstances, in this instance the fee will be waived. ***You cannot cancel your 9am Tuesday morning appointment on Monday evening and expect to dodge the payment!***
2. **EXERCISING YOUR RIGHT TO CHANGE YOUR MIND (CONSUMER CONTRACTS REGULATIONS 2013).** In some circumstances, where the contract is made over the telephone you have a legal right to change your mind within 14 days after the day of our accepting payment of your deposit and receive a refund. You do not have a right to change your mind in respect of services, once these have been completed, even if the cancellation period is still running. If you cancel after we have started the services, you must pay us for the services provided up until the time you tell us that you have changed your mind.

**OTHER IMPORTANT TERMS**

1. **If you are Unhappy:** If you are unhappy with any part of the service that you have received from us, please let us know.
2. **Making future Changes:** Please note that we reserve the right to amend our standard terms and conditions and pricing at any time
3. **Price Quotes:** All prices quoted are an estimate and can be subject to change.
4. **Photographs:** Your cat may be photographed before, during and after their groom. Photographs may be used on my website, social media or other printed materials. If you do not agree with this then please let Critterz Grooming know.
5. **Payment:** Critterz Grooming accepts Internet Transfer, Cash and most major credit cards.
6. **Finally:** If you are unsure which tools and / or products to use to groom your dog with between appointments please ask, we're happy to help and advise you.

I hereby confirm that I understand and agree to all points stated above.