

# TERMS AND CONDITIONS

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## DOG HEALTH & WELFARE

Before attending an appointment, please ensure your dog has been appropriately exercised and toileted. A visual health check will be carried out prior to grooming. Any concerns noticed during the grooming process will be discussed with the owner where possible. However, I am not a veterinary professional, and any observations made should not replace professional veterinary advice, diagnosis, or treatment.

Owners must disclose any known medical conditions, injuries, allergies, behavioural concerns, or recent veterinary treatment before the appointment. If a medical emergency arises during the grooming appointment and the owner cannot be contacted, I reserve the right to seek veterinary treatment for the dog at the owner's expense.

For the safety and welfare of the dog, I reserve the right to refuse or stop grooming at any stage if continuing would cause distress, risk injury, or compromise welfare.

## PARASITES

Please ensure that your dog is fully up to date and protected against fleas and worms. Prevention is always better than cure! This will help to keep all dogs coming into the salon at minimum risk. If your dog is found to have fleas whilst being groomed, the grooming appointment may need to be stopped (at my discretion), and an additional charge may apply to cover the time and cleaning required after your dog has left.

## MATTED COATS

Where matting is present, every effort will be made to groom the coat safely and with the dog's best interest as priority. Severe matting can cause pain, skin irritation, restricted blood flow, bruising, and underlying skin conditions.

It is policy to remove matting by shaving the coat close to the skin as this is the only humane option. The dog's welfare will always take priority over appearance preferences.

The utmost care will be taken during the process, however owners should be aware that shaving a matted coat may reveal or cause skin irritation or redness, nicks or abrasions hidden beneath matting, itching or sensitivity, changes in coat texture or colour.

Additional charges may apply for matted coats due to the extra time, care, and equipment required.

## DOG BEHAVIOUR

All pricing will initially reflect the assumption of a reasonable coat condition and temperament. C.E.A. Dog Grooming reserves the right to refuse to groom a dog due to aggression or extreme difficult behaviour. Owners must disclose any history of aggression, biting, anxiety, nervousness, or behavioural concerns before the appointment.

While every effort will be made to provide a calm and positive grooming experience, I reserve the right to refuse, stop, or limit grooming services where a dog's behaviour poses a risk to itself, or me.

If grooming cannot be completed due to behaviour, the owner will still be charged for the work carried out and the appointment time allocated.

## APPOINTMENTS & COLLECTION

Owners are asked to arrive promptly for their dog's appointment and collect their dog within a reasonable time once notified that grooming is complete.

Dogs left more than 30 minutes after the agreed collection time may incur a late collection fee of £10 per hour or part thereof, unless prior arrangements have been mutually agreed. Repeated late arrivals or collections may result in future appointments being refused.

## CANCELLATIONS & NO-SHOWS

C.E.A. Dog Grooming operates a cancellation and no-show policy through the Fresha booking system. A minimum of 48 hours' notice is required to cancel or rearrange an appointment.

The following charges may apply:

- Cancellations made with less than 48 hours' notice may incur a cancellation fee.
- Failure to attend an appointment ("no-show") may result in up to 100% of the appointment cost being charged via the Fresha booking app.
- Repeat late cancellations or missed appointments may require a booking fee, deposit, or full prepayment for future appointments.

These charges are necessary due to the loss of appointment time that is often unable to be filled at short notice. By booking an appointment, clients agree to the Fresha platform's payment processing and stored card policies where applicable.

## PAYMENTS

Payment is due in full upon collection of your dog and must be paid prior to leaving the appointment (unless mutually agreed otherwise in advance). Payment can be made via cash, bank transfer or card payment.

Prices may vary depending on coat condition, behaviour, time required, size of dog, and additional services requested. Any additional charges will be discussed where possible before completion of the groom. Failure to make payment may result in future appointments being declined until any outstanding balance has been cleared.

## PHOTOGRAPHS & SOCIAL MEDIA

Photographs may be taken before, during, or after grooming for training, portfolio, marketing, or social media purposes, including use on the C.E.A. Dog Grooming website, Fresha profile, and social media platforms. If you do not wish photographs of your dog to be used that is not a problem, please just let me know.

## PERSONAL DATA & PRIVACY

C.E.A. Dog Grooming is committed to protecting your personal data in accordance with GDPR legislation. Information collected may include the dog owners name and contact details, secondary/emergency contact details, dog health and grooming records and appointment history.

This information is used solely for grooming records, appointment management, client communication, and dog welfare purposes. Your information will never be sold or shared with third parties unless legally required or necessary in the event of a veterinary emergency. Clients may request access to or deletion of their personal data where applicable by law.

## DISCLAIMER

While every care and precaution is taken during grooming, grooming carries inherent risks, particularly for elderly dogs, puppies, dogs with health conditions, or dogs with matted coats. C.E.A. Dog Grooming will not be held liable for any pre-existing medical conditions, reactions resulting from the removal of a matted coat, undisclosed behavioural or medical conditions, minor accidental nicks or irritation occurring despite reasonable care taken.

By booking an appointment, the owner confirms that:

- Their dog is fit and healthy for grooming
- All known medical and behavioural information has been disclosed
- They understand grooming may expose pre-existing conditions or may cause reactions beyond the groomer's control

## DELAYS, ILLNESS & EMERGENCIES

In the event of illness, emergency, equipment failure, or circumstances outside my control, appointments may need to be rearranged at short notice. Every effort will be made to provide as much notice as possible and rearrange appointments promptly.

## AGREEMENT

By booking an appointment with C.E.A. Dog Grooming, you confirm that you have read, understood and agree to these Terms & Conditions. These terms are in place to protect the welfare of all dogs and to ensure the safe and smooth running of the grooming business.