

Thank you for choosing Pampers Grooming Salon. To ensure the comfort, safety, and efficiency of our services, we kindly ask all clients to read and agree to the following terms and conditions:

General Updates

In 2024, we faced significant challenges with over 200 missed appointments, resulting in substantial lost revenue. As a small business, we cannot sustain these losses. To address this, starting in 2025:

- A minimum of £20 deposit (depending on size of dog) will be required for all appointments.
- This deposit is non-refundable if:
 - You do not show up for your appointment.
 - You fail to give 48 hours' notice to cancel or reschedule.

Salon Policies

1. Health and Safety:

- To maintain hygiene standards, please take your dog's lead and collar with you when dropping off your pet. We will use a disinfected slip lead for their time in the salon.

2. Coat Condition:

- Dogs must arrive brushed and combed.
- Knotted, matted, or pelted coats will be clipped short, as brushing out severe mats is painful and traumatic for the dog.
- Dense matting can cause skin issues, and while every care is taken, grazes or nicks may occur. Pampers is not liable for such incidents. Additional charges will apply for extensive grooming of matted coats.
- You will be informed of any extra charges before we proceed.

3. Aggressive Dogs:

- For the safety of our staff, if your dog shows signs of aggression (e.g., biting), we will stop the groom and send the dog home. We will not accept future appointments for such pets.

4. Pick-Up Policy:

- We will call you 20 minutes before your dog is ready for pick-up.
- Uncollected dogs may incur a sitting fee. If collection extends past closing time, additional charges will apply.

Additional Terms and Conditions

1. Owner Responsibility:

- Pampers is not liable for issues resulting from undisclosed medical conditions or behavioural traits.
- All pets are groomed at the owner's risk. If your pet requires veterinary attention during their visit, you will be responsible for all associated costs unless Pampers is directly at fault.

2. Groom Costs:

- Grooming prices depend on coat condition and behaviour. Extra charges apply for difficult coats or behavioural challenges.

3. Matting Policy:

- Severely matted coats will be shaved under the Animal Welfare Act to prevent undue pain or discomfort.
- Shaving may result in temporary behavioural changes or skin sensitivity. Please approach your pet's new look positively—hair grows back quickly!

4. Teeth Cleaning:

- We offer general and ultrasonic teeth cleaning. Mild bleeding of the gums may occur during plaque removal.
- This service is not a substitute for veterinary dental care, and our staff cannot diagnose abnormalities.

5. Training Academy:

- As a City & Guilds training academy, supervised students may assist in grooming. If you do not wish for your pet to be photographed for training purposes, please inform us.

6. Appointments:

- Appointment reminders will be sent via email or text 48 hours in advance, but it is your responsibility to remember your booking.
- If no response is received when we schedule your next appointment, we will assume it is confirmed.
- You can download the Savvy booking system app which allows you to keep track of your appointments in advance. At this time, you will not be able to make or cancel any appointments on the app, this will come later in the year.

7. Cancellation Policy:

- A minimum of 48 hours' notice is required to cancel or reschedule. Late cancellations or no-shows will result in a minimum of £20 fee or forfeiture of the deposit.

Acknowledgment

By booking an appointment with Pampers, you acknowledge and agree to the above terms and conditions.

Thank you for your continued support. Together, let's make 2025 a great year for our beloved fur-babies!

Margaret, Jodie, Kelly & Danielle