



Grooming Terms and Conditions

HEALTH AND WELFARE

The health and welfare of your dog is our primary concern and will only be groomed according to its acceptance of the grooming process. If your pet displays any signs of stress or aggression, a workaround will be employed, or additional, tailored sessions will be discussed. Occasionally during grooming a pre-existing condition may be discovered which the owner may not have been aware of. In such cases we will notify you during the grooming session or upon collection, so that veterinary advice can be sought.

GROOMING FEEDBACK

You will be given detailed feedback after the grooming session. If you have any queries or need further clarification, please just ask. If you are dissatisfied with any aspect of your pet's groom please let us know before you leave. Reasonable requests to alter the trim will be dealt with immediately or changes noted for the next groom. We are more than happy to advise you about how to best care for your pet's coat for good maintenance between grooms.

PRICING

Note that our standard grooming prices are for pets groomed on a regular basis or whose coats are well maintained between professional grooms (kept tangle and matt free by regular brushing or combing).

Clients can expect to pay more than the standard or 'starting' price for the following:

- Matted, poorly maintained or overgrown coats
- Pets which are difficult to manage, uncooperative or aggressive during grooming
- Timid, anxious or nervous pets, which require frequent breaks & may need special handling

These cost more time, labour and/ or additional products, so higher charges will apply. If we are unable to complete a groom due to behavioural problems or aggression you will be charged for the time spent on the groom and any products used.

PAYMENT

All costs are payable in full at the time you collect your pet. Payment is accepted by cash or card. A non-refundable deposit of £20.00 is payable at the time of booking to confirm a grooming appointment. This is held for security against missed appointments and is deducted from the final grooming price when the dog is presented for grooming.

TIME KEEPING

Please be punctual when depositing and collecting your dog. Grooming is by appointment only and specific times are allocated for each groom. Appointment reminders are sent by text.

Please phone if you are running late or have an urgent need for cancellation; unforeseen circumstances can arise. Change requests/cancellations are only accepted by phone and require 48 hours notice. (If you have an emergency, do contact us as soon as possible). We will do our best to accommodate any rescheduling requirements.

You will be advised what time to collect your pet. It is advisable not to return to the salon before this time, as your presence may distract your pet during the finishing stage of its



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groom. If your dog is collected late, a sitting fee of £10 per 30 minutes applies (unless prior arrangements have been agreed). If you incur any additional fees, they are payable in full upon collection of your pet.

CANCELLING AN APPOINTMENT

We respectfully request 48 hours notice to cancel or re-arrange an appointment and is accepted by telephone call only. VIP clients are an exception to this rule and changes are permitted upon discussion with Bellamy's Pad. Please ask about VIP details. **No emails or e-messages for cancellations can be accepted.** Should you have an exceptional emergency please telephone Bellamy's Pad.

MISSED APPOINTMENTS & LATE CANCELLATIONS

The full price of your pets groom must be paid in full for any failure to turn up for an appointment, or for on the day cancellations. This is because as a small business Bellamy's Pad cannot afford redundant staff, or empty building with utility and equipment costs, when they should be grooming your pet.

NEGLECTED & MATTED COATS

In the event that your pet's coat is badly matted or suffering severe tangles and needs to be clipped down, Bellamy's Pad will not liable for any post-grooming effects of this procedure, which is not without risk.

Clients will be advised of any poor coat condition and will be given an estimated cost for any suggested procedure to improve/clip down the coat. Such procedures take considerably more time than a routine groom, therefore will incur an extra charge.

Bellamy's Pad reminds clients of The Animal Welfare Act 2006 (clause 5 – Animals are to be protected from pain, injury and suffering).

AGGRESSIVE & POORLY SOCIALISED DOGS: THE DANGEROUS DOGS ACT

Bellamy's Pad reserves the right to refuse to groom any pet at risk of harming the groomer or itself. If your pet is accepted for grooming & displays any aggression not previously advised, the groom may be terminated and clients will be contacted. A charge will be incurred for the time spent with your pet.

Clients must inform Bellamy's Pad prior to grooming if your dog has ever bitten or displayed any aggression. Failure to disclose this information may result in refusal of further services. Your attention is drawn to the Dangerous Dogs Act, which holds owners liable for bites and injuries caused by their dogs.

TOILETING PRIOR TO VISIT

Please ensure your dog has been given the opportunity to go to the toilet before arriving at the salon, whilst we understand accidents can and do happen, we would really appreciate if they do it before they come so we can keep the salon as clean and healthy as possible for you and other clients.

EMERGENCY

In the event of any medical issue arising, clients will be contacted immediately. For any emergency, you authorise us to seek emergency veterinary treatment.