

# Pooch & Paws

## Terms & Conditions

DOG GROOMING STUDIO

- ❖ All prices are estimate only. Final cost will be discussed at the pre-assessment consultation on arrival.
- ❖ Prices do not include de-matting. Heavily matted coats must be clipped short as de-matting causes stress and pain to the dog and is a lengthy and painful process. Under the Animal Welfare Act 2006, it is an offence to cause unnecessary suffering to an animal which includes prolonged de-matting. See our de-matting policy for more details.
- ❖ If a small amount of de-matting is possible to save parts of the coat then additional costs will be added for the extra time required. This will be discussed at the pre-assessment on arrival.
- ❖ Additional costs will apply if parasites are present, heavily matted & soiled coats, difficult or aggressive behaviour.
- ❖ Nail trimming and filing can only be done where dog permits. Some dogs can become aggressive or extremely stressed during clipping of nails, in this case we would recommend a visit to your Vet for this procedure to be done
- ❖ Prices may differ from one groom to the next depending on coat condition and length of time between grooms.
- ❖ The additional costs apply to cover the extra time and care needed to look after dogs with heavily soiled coats, knots, matting, overgrown coats, a lot of undercoat, behavioural issues, parasites present and any special needs.

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## Booking Terms & Conditions



- ❖ A deposit of €15.00 is required to confirm a booking
- ❖ Deposit required at time of booking or within 24 hours.
- ❖ If deposit is not received booking will be automatically cancelled.
- ❖ You will receive a reminder text 48 hours before your booking.
- ❖ All new clients will be required to complete a "New Customer Form" in advance of their booking.

### **Late Arrivals**

- ❖ As I work on a one to one basis, late arrivals effect the next appointment. If you are more than 20 mins late for your appointment the appointment will be cancelled and full payment will be required.

### **Cancellation Policy**

Pooch & Paws is a small family business and last minute cancellations affect us significantly and prevent others having a booking. We adhere to a strict cancellation policy as follows:-

- ❖ 48 hours notice is required for cancellation or rescheduling of your booking. Any deposit paid will be refunded or can be carried over to another date.
- ❖ Cancellations or rescheduling received within 48hours of booking will be charged 100% of the grooming cost.
- ❖ No-shows will be charged 100% of the grooming cost.
- ❖ Non-payment of cancellation fees will result in the client been taken off our list and any future bookings cancelled and any deposits paid will be non-refundable.
- ❖ By confirming a booking you agree to our terms and conditions.

***No shows or last minute cancellations/ rescheduling can really affect a small business. Thank you for your understanding and respecting my policies.***