



BOOKING & GROOMING TERMS & CONDITIONS

Thank you for choosing Little Rascals Dog Grooming. Our aim is to provide a safe, calm and enjoyable grooming experience for every dog in our care.

Please read the following Terms & Conditions carefully before your appointment.

1. BOOKINGS

Appointments can be booked online or by telephone.

Following your booking, you will receive a Client Registration & Consent Form. This must be completed before your dog's first appointment and provides us with important information regarding your dog's health, behaviour, emergency contacts and grooming requirements.

It is your responsibility to ensure all information provided is accurate and up to date. You must inform Little Rascals Dog Grooming of any changes to your dog's health, medication, behaviour or your contact details before each appointment.

Failure to complete the Client Registration & Consent Form before your appointment may result in your appointment being delayed or cancelled.

2. CANCELLATIONS & MISSED APPOINTMENTS

We kindly ask that you provide a minimum of 48 hours' notice if you need to cancel or reschedule your appointment.

Appointments cancelled with less than 48 hours' notice, or failure to attend a scheduled appointment without prior notice (a "no-show"), will incur a charge of 50% of the booked grooming fee.

Repeated late cancellations or missed appointments may result in future appointments requiring full or partial payment in advance.

3. LATE ARRIVALS

Please arrive at your scheduled appointment time. If you arrive more than 15 minutes late, your appointment may need to be shortened or rescheduled to avoid delaying other clients.

Where an appointment cannot proceed due to late arrival, the cancellation policy may apply.

4. COLLECTION OF YOUR DOG

We will notify you as soon as your dog's groom has been completed.

Please collect your dog promptly to help us maintain a calm, safe and comfortable environment for all dogs in our care.

Dogs should be collected within 30 minutes of notification unless agreed otherwise in advance.

A late collection fee of £5 for every 30 minutes (or part of 30 minutes) may be charged after this time.

5. HEALTH & WELFARE

The health, safety and welfare of every dog is our highest priority.

Owners must inform us before every appointment if their dog has:

- Any illness or injury
- Allergies or skin conditions
- Is receiving medication
- Has undergone recent surgery
- Is pregnant or nursing
- Has any medical condition that may affect grooming
- Has shown any significant behavioural changes since their previous visit

Grooming may occasionally reveal or aggravate pre-existing skin, ear or health conditions that were not visible before the appointment. Little Rascals Dog Grooming cannot be held responsible for pre-existing or underlying conditions that become apparent during or after grooming.

Older dogs, pregnant dogs and dogs with existing medical conditions are groomed with the owner's informed consent and understanding that

whilst every reasonable precaution will be taken to ensure your dog's safety and wellbeing, grooming may place additional stress on these dogs.

Little Rascals Dog Grooming cannot accept responsibility for illness, injury or death resulting from undisclosed or pre-existing medical conditions.

6. FLEA POLICY

Owners are responsible for ensuring their dog is protected against fleas and other parasites before attending their appointment.

If fleas are discovered during the grooming appointment, we reserve the right to stop the groom or charge an additional cleaning fee to cover the cost of sanitising the salon and equipment.

As flea prevention is the responsibility of each individual owner, Little Rascals Dog Grooming cannot accept responsibility if another dog contracts fleas following a visit to the salon.

7. VETERINARY EMERGENCIES

In the event of a medical emergency, we will make every reasonable attempt to contact you using the contact details you have provided, followed by your nominated emergency contact.

If veterinary treatment is required and we are unable to contact either you or your emergency contact, you authorise Little Rascals Dog Grooming to seek veterinary treatment on your behalf.

Where possible, your nominated veterinary practice will be used. If this is not possible due to the urgency of the situation or the practice being unavailable, treatment will be sought from the nearest appropriate veterinary practice.

Any veterinary fees incurred remain the owner's responsibility unless the need for treatment arises as a result of our negligence.

8. GROOMING SAFETY

Every reasonable precaution will be taken to ensure your dog's safety and wellbeing throughout their appointment.

Whilst every effort is made to provide a safe grooming experience, grooming equipment is sharp and, despite the utmost care, minor nicks,

scratches or nail quicking may occasionally occur.

Little Rascals Dog Grooming cannot be held responsible for after-effects associated with clipping, de-matting or brushing procedures, or for conditions revealed due to a matted, neglected or poorly maintained coat. These may include, but are not limited to:

- Skin redness
- Irritation
- Itching
- Clipper rash
- Minor skin abrasions
- Self-inflicted scratching or rubbing following grooming
- Previously hidden skin conditions or sores

9. COAT CONDITION & MATTING

Our grooming prices are based on dogs whose coats are regularly maintained between appointments.

Additional charges may apply where extra time, handling or specialist products are required due to excessive coat condition, matting or at the owner's request.

Where matting is significant, clipping the coat short may be the kindest and most humane option for your dog's welfare.

Where appropriate, a separate Matted Coat Consent Form will be provided and must be completed before the groom proceeds.

10. BEHAVIOUR & RIGHT TO REFUSE SERVICE

Owners must provide truthful and accurate information regarding their dog's behaviour on the Client Registration & Consent Form and advise us of any changes before each appointment.

This includes informing us if your dog has ever:

- Bitten or attempted to bite a person
- Bitten or attempted to bite another animal
- Displayed aggression during grooming
- Shown fear or anxiety around handling, clippers or dryers
- Displayed any other behaviour that may affect the safety of the groom

Owners remain responsible for any injury, harm or damage caused by their dog to the groomer, other animals, equipment or property.

Little Rascals Dog Grooming reserves the right to refuse or discontinue a grooming appointment where it is considered necessary for the safety or welfare of the dog, the groomer or others.

This includes, but is not limited to:

- Aggressive or dangerous behaviour
- Excessive stress or anxiety
- Signs of illness
- Severe flea infestation
- Any condition that makes grooming unsafe or would compromise the welfare of the dog

Where a groom is stopped due to safety or welfare concerns, the owner will remain responsible for payment for the work already completed.

11. PRICING

All grooming prices are estimates based on breed, size, coat type and coat condition.

Additional charges may apply where significantly more time, handling or specialist products are required than originally anticipated.

Any additional charges will be discussed with you wherever reasonably possible before collection.

12. PAYMENT

Payment is due upon collection unless otherwise agreed in advance.

Little Rascals Dog Grooming reserves the right to refuse future bookings where outstanding balances remain unpaid.

13. PHOTOGRAPHY

With your permission, we may occasionally take photographs of your dog before and after their groom for use on our website, social media pages and other promotional materials.

No photographs will be used without your consent.

14. PRIVACY

Little Rascals Dog Grooming is committed to protecting your personal information.

Your personal data is collected solely for the purpose of providing grooming services, managing appointments and communicating with you regarding your dog's care.

All personal information is stored securely and processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We will never sell your personal information to third parties.

AGREEMENT

By booking an appointment with Little Rascals Dog Grooming, completing the Client Registration & Consent Form, and attending your appointment, you confirm that you have read, understood and agree to these Booking & Grooming Terms & Conditions.