



# MUCKY PUPZ GROOMING SALON

## Terms of Service

*'A good groom is never cheap, and a cheap groom is never good!'*



**Please read our Terms of Service, as it sets out our commitment to you and what we expect from you as Owners. We want the very best for your dog, and for your dog to leave our premises looking the way you want them to look. Your dog's creative styling is the best advertising tool our business has available, and shave-downs have a negative effect on both parties! However, your dog's health and well-being are paramount. It is therefore important that the relationship we have with the Client is built on trust. We want to still be grooming your dog when they are old and grey.**

**If there are any points that you do not understand or disagree with, please do contact us.**

By using our services, you, the Client, confirm that you have read and understood our website, and agree to our terms of service as shown below.

### **General**

1. The Client will inform Mucky Pupz of any characteristics which need to be known for safe handling and care of the dog.
2. Mucky Pupz reserves the right to refuse a booking for any dog that we feel is not suitable for our services, including those who have previously been accepted and now deemed unsuitable.
3. Mucky Pupz reserves the right to withdraw our services immediately if the Client engages in abusive or threatening behaviour.
4. Mucky Pupz will care for your dog in a caring and professional manner. However, Mucky Pupz cannot be held responsible for any loss, injury or death to an animal, either inside or outside of our premises whilst in our care, unless Mucky Pupz is proven to be negligent.
5. Client confidentiality will be maintained at all times. Client details will be kept private and will never be used for any purpose other than caring for your dog.
6. No children under the age of 10 are allowed on our premises for safety reasons.
7. Mucky Pupz utilises social media and posts images and status updates of the dogs in our care. Your written permission is always sought beforehand. However, if any posts are deemed inappropriate, we will remove them immediately upon contact from the Client.
8. Mucky Pupz is fully licensed and insured to care for your dog and also has Public Liability Insurance - all viewable on request.
9. The Client acknowledges that styling is based on, or influenced by, personal feelings, tastes and opinions. As such, it may take several grooms before a mutually pleasing style is achieved.

### **Canine Health**

1. The Client is entirely responsible for any veterinary bills, however incurred, unless Mucky Pupz is proven to be negligent. We will make every effort to contact the Client or their nominated contact. If the Client is not available, Mucky Pupz reserves the right to consult with a Veterinary Surgeon and make decisions where necessary which are in the best interest of the animal.
2. Dogs should be up to date with all vaccinations, worm and flea treatments. Your dog should be in general good health, or details provided on 'Check In'. Mucky Pupz cannot accept responsibility for any dog where medical details are not kept up to date.
3. Any dog showing symptoms of diarrhoea or vomiting should be kept away from Mucky Pupz for at least 48 hours after symptoms have ceased. Clients will need to collect their dog within 1 hour of notification, if they begin to show symptoms of diarrhoea or vomiting whilst at our premises.
4. Mucky Pupz maintain canine accident/illness/injury records and will notify the Client of any conditions discovered during the grooming process.
5. Mucky Pupz will take care, so far as is practicable, that the dog is not a nuisance or danger to anyone, or any other animals, and that no harm comes to your dog.

## **Knots, Compacting, Matting & Pelting**

1. Mucky Pupz will provide grooming services in a caring and compassionate manner. Compassion will always come before vanity, and the Client acknowledges that where a dog's coat is in a poor condition, it may be necessary to shave the affected areas either partially or fully, to prevent unnecessary suffering.
2. Where a dog's coat is in a poor condition, the Client will be required to sign a 'Mucky Pupz Disclaimer Form', before the service can continue.
3. A 'VIP Payment Plan' is available for you and your dog, taking into account coat type, lifestyle and requirements. *(Please see below)*.
4. Regular appointments are necessary to ensure your dog stays in good condition, and to avoid the unnecessary costs & stress involved with the dematting process. In the absence of a 'Grooming Plan', you will be required to make an appointment for your dog's next groom on collecting your dog from our premises. *(Interim appointments are available if your dog's coat needs attention before your next groom)*.
5. You will be advised of the best way to care for your dog's coat, including brushing, areas needing particular attention, and a recommended grooming frequency. Where dogs are regularly admitted for dematting, we may consider withdrawing our services until such time as a 'Grooming Plan' is followed.

## **Payment**

1. A 25% non-refundable deposit is required at the time of booking an appointment. Missed appointments are a waste of resources, as we are unable to reallocate your appointment if you do not attend. If appointments are missed regularly, we may consider withdrawing our services. *This does not apply for VIP Payment Plans.*
2. Payment in full is required at the time of collection of your dog from our premises. *This does not apply for VIP Payment Plans.*
3. We reserve the right to apply late payment charges to any invoice that is 10 days or more overdue. This will be charged at 10% of the outstanding balance, and applied to an increasing balance, once every 10 days.

## **VIP Payment Plans**

VIP Payment Plans are designed to provide worry free grooming services to Clients, at a fixed monthly price. Dogs who are maintained regularly learn their grooming routine and the process is more enjoyable for both dog and groomer. *Each payment plan is for a minimum period of 12 months.*

1. VIP Payment Plans are calculated using the Client's annual cost of grooming, and with a 10% discount applied. The total cost is then spread across a 12-month period, payable on 25<sup>th</sup> of each month.
2. The number of full grooms included in the Payment Plan, is dictated by the mutually agreed grooming interval, considering coat type, lifestyle and maintenance the Client is able to do at home. High maintenance coats require daily brushing, and the Client commits to providing the appropriate level of care between grooms.
3. A dog on a VIP Payment Plan, will remain in good condition throughout the term. However, if a dog is admitted for compacting, dematting or pelting, despite being on a VIP Payment Plan, consideration should be given to shorter grooming intervals. On occasions, Mucky Pupz may consider withdrawing their services if the advice provided is not followed.
4. The Client will provide Mucky Pupz with at least 48 hours' notice if they are unable to attend a scheduled appointment. The appointment will then be rescheduled at no further cost.
5. If the Client does not provide at least 48 hours' notice of cancellation of a scheduled appointment, or the Client fails to attend (no-show), one full groom will be forfeited and will not be refunded. If services are required before the next scheduled appointment, these will be charged at the full ad hoc rate.
6. Price increases will not be applied to VIP Payment Plans, and the agreed monthly charge will stand until the Client's renewal date.
7. Mucky Pupz requires one month's notice of cancellation of a VIP Payment Plan. Any scheduled appointments will be cancelled, and the difference between the amount the Client has paid to date, and the full cost of services the Client has received to date, will become due immediately.

***Our business is continually evolving and as such we reserve the right to change our Terms of Service where necessary. It is your responsibility to ensure that you are up to date with all of our Terms of Service. We will, however, notify you of any material changes.***