



Terms & Conditions

You **must** inform me if any of the following are applicable;

Your dog has **ever** displayed **any** sign of aggression.

Your dog has any illness, medical condition or allergy, or sign of, whether or not it is being treated by a Vet.

Your dog has fleas, or is/has been, showing signs of having fleas.

Please bring your dog's vaccination record to your first appointment.

If you use a 'spot-on' flea treatment, do not apply for 48hrs before, or after his/her appointment.

It is your responsibility to ensure that I am able to contact you, or your representative, whilst your dog is in my care.

My priority is always the comfort of your dog and I will not do anything that would cause him/her pain or distress. Therefore, if your dog's coat is matted, I may have to clip the coat short to reclaim/repair it. I will not do this without consulting with you first.

I cannot be held responsible for rashes, red marks, etc. if a dog has had to be clipped short due to an unkempt coat or one in poor condition.

Dogs, like all animals, are liable to sudden movements and whilst I will take the utmost care of your dog, accidents can happen for which I cannot be held responsible.

Access to the grooming cabin is at the rear of the property, in a residential Close and I MUST insist that your dog is kept under control, on a SHORT lead between exiting your car and entering the grooming cabin. DO NOT allow your dog to enter onto the private lawns of these residences.

You will be liable for the **FULL** cost of the groom if you do not attend your appointment and have not given 24hrs notice. Please advise me, as soon as possible, if you think you may not be able to attend.

If you fail to attend your appointment, on more than one occasion, I will ask payment in advance or, refuse any future bookings.

Please telephone me immediately you know that you may be late for your appointment.



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If you are more than 15 minutes late for your appointment, it will have to be rebooked as I have to consider the appointments of clients booked after you. You will be liable for the FULL cost of this groom

Safe and sensible parking is requested when dropping your off and collecting your dog. Do not obstruct driveways, parked vehicles or the unmade track at the rear of the property.

Please do not remove your dog's lead/collar/harness, in the grooming cabin unless, I give permission to do so.

If your dog should defecate upon leaving your vehicle, please bag and dispose of it considerably. I have a dog waste bin in the garden and there is a Council one, in the Close.

DO NOT allow your dog to either defecate or urinate inside the gate. This is my garden and both are unpleasant for me and my family. It is also unsettling for my own dogs.

There is a bottle of Veterinary grade disinfectant by the waste bin, please pour a little where your dog had defecated or urinated.

You will be advised by a text message, or phone call, when the groom is nearing completion and given the time that you can collect your dog. Please do not come until I have contacted you and do not come earlier. If your return is more than 15 minutes beyond the collection time that I have given you, a charge of £5 per each 15 minutes, will be made for boarding your dog.

Contacting Impeccably Groomed

'All communication, regarding your dog/s grooming appointment, must be by phone, email or text messaging. I will not respond to any form of social media'

Thank you