

Dogtopia Grooming - Booking Conditions

At Dogtopia Grooming, we prioritize safety above all else. To ensure a safe and pleasant grooming experience for all, we kindly ask you to be upfront about any difficult or reactive behaviour your pet may exhibit when booking an appointment. This helps us prevent any potential injuries to other dogs, people, or our staff at the salon. Please note that we cannot be held liable for any injuries caused by your pet's difficult or aggressive behaviour during grooming.

To confirm your bookings, a non-refundable deposit of £10.00 is required, which will be deducted from your total bill. If you are late or do not show for the appointment, this deposit is non-refundable.

We strive to provide exceptional service and care for every pet in our salon. To maintain efficiency and a smooth schedule, we request your cooperation with the following:

Late Arrival to Appointments: We understand that unforeseen circumstances may arise, but please make every effort to arrive on time for your scheduled appointment. If you arrive late, we may need to reschedule the appointment, and the deposit will be lost.

Late Collection after Groom: After grooming is completed, we will notify you when your pet is ready for collection. We appreciate your promptness in picking up your furry friend. In the event of late collection, a fee of £10.00 will be applied for every 15 minutes of delay. Charges may vary based on the allocated time for your dog.

Before your appointment, please ensure your dogs are well-walked and have an opportunity to relieve themselves. Upon arrival, we will conduct a brief consultation to discuss your expectations, pricing, and other details. During this session, we will perform a health check on your dog, and you must fill out, sign, and date the disclaimer, agreeing to the grooming procedure.

We understand that emergencies may occur. If you need to cancel your appointment, kindly provide us with at least 24 hours' notice to accommodate other clients on our waiting list. Missed or late-cancelled appointments with less than 24 hours' notice may incur a fee starting at £15 and may require re-scheduling (fees vary based on allocated time for your dog).

During the consultation and health check before grooming (conducted outside the salon), if your dog shows any signs of fleas, we cannot proceed with grooming.

While grooming dogs, we may come across health problems, and we will inform you as a duty of care. However, we cannot be held liable for any health problems uncovered or aggravated during the grooming process.

As part of our duty of care and under the Animal Welfare Act, any dog with matting/pelt will need to be shaved. Excessive matting is extremely painful for pets, and pelts are nearly impossible to brush out. An additional cost will be incurred for dogs requiring de-matting or the removal of matted coats, as it is time-consuming and may damage equipment. Additional products used in de-matting will be charged accordingly.

We typically do not pluck ears for dogs; instead, we trim hair shorter. If your dog requires ear plucking, you will need to provide extra written consent during the consultation.

Please note that we no longer express anal glands in any of our services. If you have concerns regarding this, we recommend discussing it with your veterinary practice.

For safety and legal purposes, please be informed that all grooming sessions at Dogtopia Grooming are filmed. This measure ensures the well-being of both your pet and our staff, allowing us to review and address any concerns that may arise during the grooming process. Rest assured, the footage is strictly used for internal purposes and handled with the utmost confidentiality and discretion. Your pet's comfort and safety remain our top priority, and this additional precaution helps us maintain a secure and responsible grooming environment.

By proceeding with our grooming services, you acknowledge and agree to abide by these terms and conditions. The well-being and safety of your pets are of the utmost importance to us, and we appreciate your understanding and cooperation in ensuring a positive grooming experience for your furry friends.

