

TERMS AND CONDITIONS / PRICING

Pet examinations

During the grooming process, all care is taken to ensure the health of your pet. I will examine your pet for lumps, bumps and skin conditions before and during the grooming session.

Looking Pawsh Grooming is not liable for any pre-existing conditions and problems found during the grooming session. If I find anything that raises concern, then I will inform you and if I feel necessary recommend visiting your vet.

If your pet has any medical issues, please let me know pre-existing to your appointment so that I am aware.

If you have any specific shampoos or any medically prescribed shampoo that you would like me to use, then please supply this before the grooming session starts.

Groomers are no longer authorized to relieve anal glands, only vets can do this. Effectively this service is not available. If needed I will pluck ears, however if the ear looks inflamed or infected then I would recommend visiting the vets.

Pet Health

Previous to your appointment if your pet shows any signs of sickness please let me know. This is to ensure your pets comfort and for the health and safety of other customers.

Insurance

I have full Public Liability Insurance.

De-matting Fur

Sometimes I have dogs that are in a very matted condition. Unfortunately, the owner is not always aware that their dogs coat is causing them discomfort, pain and suffering. To ensure your dog has a stress-free grooming experience I will not de-matt their coat. However, leaving matts in the coat will only cause them to get tighter. It is my responsibility to make sure your dog is safe and comfortable throughout their grooming experience. As a professional it is my policy to shave the coat to the length that I can get my blades under safely.

This process can be risky and may cause nicks, cuts or abrasions due to warts, moles or skin folds hidden in the matting. Heavy matting can also trap moisture near the pet's skin allowing mould, fungus, or bacteria to grow, revealing skin irritations that existed prior to the grooming process.

After effects of matt removal may include itchiness, skin redness, self-inflicted irritations or abrasions. If you are concerned or unsure after the groom, please contact your vets. If you would like to keep your dog's coat at a longer length please ensure you maintain your dog's coat in between grooming appointments. As the owner you agree to pay for the groom and any additional costs, including an extra fee for matting (between £5-£15) This is to cover costs for extra time, maintenance and sharpening of blades. Whether or not the groom is able to be finished.

Fleas

Please ensure you apply the correct flea treatment to your dog as instructed.

After the grooming session has started and a flea infestation has been found there is a charge of £10. This is to cover the cost of bathing your dog in de-fleaing shampoo and to disinfect the van so the next dog will not be infested.

Cancellations/Missed appointments/Parking

Please ensure you give enough notice if you need to cancel/change your appointment. If notified 24 hours prior to your appointment time a 50% charge will apply. Please check that the van will be able to fit on your drive and there is access to electricity, to avoid any need for cancelling your appointment. The dimensions of the citreon relay van are; Length 213.1", Width 88.7", Height 99.4". If I am unable to park outside your house or if there are any other reasons that are out of my control which would prevent me from completing the groom, a charge of 75% will be applied. If a permit or parking ticket is required please arrange this prior to your appointment to avoid any fines.

Postcode charge

Please note that there may be an extra charge of £5-£10 to cover fuel costs depending on what area you live in.

Health and Safety

I have many years of experience with animals and I am very patient and gentle. For my own safety and your dog's safety, I have the right to refuse your pet if they are aggressive or have behavioural problems. If I feel your dog is getting too distressed, I will end the grooming session. If your pet is known to have problems in previous grooms or with their general behaviour, please inform me beforehand so I am aware of the attention they may require to make them feel as comfortable as possible. Some dogs find it hard to understand that this is a loving experience and it may just take time for them to get used to this and for them to get familiar with me.

As proud as I am of my service, unfortunately for your pet's safety, owners are not allowed in the van and will be asked not to disturb the grooming session. This is so that your pet is not distracted or feeds off of your emotions, especially if you are feeling nervous/anxious. It can be hard to predict when any animal moves, which makes it risky when using sharp scissors and blades around them. I appreciate your understanding and can assure you your pet is in safe hands.

Payments

Looking Pawsh accepts cash and card payments. Online bank transfers can also be arranged. However, cheques will not be accepted. Unless arranged prior, payment will be due on the arrival of your appointment.

Data Protection

Client data will be treated in accordance with principles of the Data Protection Act and will not be shared with 3rd parties.

I love to take pictures of the beautiful dogs that I groom and share them on my social media platforms. However, if you would prefer that I did not share photos of your dog please let me know.