



2 Left Paws Terms and Conditions - Grooming

These **Terms and Conditions** sets out the agreement by which we at 2 Left Paws provide our Grooming service. We ask that you read and then date and sign this document as your agreement to these terms and conditions. At 2 Left Paws your pets welfare and customer satisfaction is of our utmost priority. If you have any questions or don't agree with any of our T&C's please speak to a member of staff.

1. General

- Please ensure your pet has had the chance to toilet before his/her groom.
- All pet owners are responsible for ensuring the groomer knows of any health conditions that could affect the groom.
- All pet owners are responsible for keeping their pet up to date with relevant vaccinations and flea and worming treatment.
- We may take pictures of your pet and use them on our Facebook, Instagram pages or website. Please inform us before the groom if you do not want any pictures taken of your pet.
- Aggressive pets will be muzzled for the safety of the pet and groomer.

2. Health and Welfare

- 2 Left Paws will not groom pets in season or that are pregnant or just had puppies/kittens for health reasons.
- If your pet has fleas the groom will be refused until they are treated. If we find fleas on your pet whilst we are grooming there will be an additional charge to cover the cost of de-fleaing the salon before we can use it for other dogs. Up to 10 ticks will be removed free of charge.
- If your pet appears unwell the groom will be refused.

3. Prices and Charges

- Prices are a GUIDELINE. All prices are dependent on many factors, coat condition, temperament, style chosen, time taken etc. Additional costs may occur.
- If you cancel your appointment or don't show up without informing us you will be charged a cancellation fee as follows:
 - o 48 hours or more – no charge
 - o Less than 48 hours' notice – 25% of the groom price.
 - o Less than 24 hours' notice – 50% of the groom price
 - o Less than 12 hours' notice or no shows – Full price of the groom.
- 2 Left Paws reserves the right to refuse to rebook if the cancellation terms are repeatedly abused.
- 2 Left Paws reserves the right to take deposits or full upfront payment for appointments.
- For all multiple dog appointments, we require a minimum of 24 hours' notice PER DOG.
- If you are more than 20 minutes late for your appointment without informing us it will be rescheduled, and a cancellation fee will apply. Please inform us if you are going to be late.
- If your pet is left with us (without being agreed) for over an hour after the agreed collection time and/or an hour after we have made contact with you via the contact details given there will be a £5 kenneling fee per hour. We do not have space for and are not licensed to offer daycare.

4. De-Matting

- We will NOT de-matt under any circumstances. Under the animal welfare act 2006 professional groomers will not put any pet through pain or discomfort to achieve a hair style. If excessively matted your pet will be shaved for their own comfort and advice will be given on how to prevent matting occurring again.



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5. Additional

- Should additional Government required conditions apply, such as Covid 19, we will notify you at time of booking.

6 Agreement to terms and conditions

Thank you for taking the time to read our [Terms and Conditions](#), they are in place to ensure all our four legged friends have a pleasant experience with us in the salon, if you for any reason don't agree please speak to a member of staff at 2 Left Paws.

Please complete the following.

I agree to these Terms and Conditions:

Name

Signature

Date

7. Keeping in touch

From time to time we may contact you with news, offers and other information related to the services provided at 2 Left Paws. If you would like to subscribe to receiving this information please select **Subscribe (Yes)** and provide the email address that you would like us to use.

Subscribe

Yes/No

Email