



The Dog Retreat Spa Terms & Conditions of Service:

By using The Dog Retreat Spa you are agreeing to accept these terms & conditions of service.

1. The owner agrees that the dog is fit and healthy. Grooming of sick or elderly dogs is entirely at the owner's risk. Grooming may expose underlying skin or health problems or aggravate a current one that The Dog Retreat Spa cannot be held liable for before, during or after grooming. You must notify us of any changes whatsoever before each groom is undertaken. The Dog Retreat Spa always do everything possible can to make sure you pet's time in the salon is as pleasant as possible. It is possible that an accident could occur during grooming. Upmost care and caution will always be taken, but cuts, scratches, nicks and quicking of nails could occur. The Dog Retreat Spa will not be responsible for accidental death of the pet as a result of any pre-existing health condition, the pet's behaviour, accidental injury, or accident beyond our reasonable control.
2. The Dog Retreat Spa reserves the right not to accept a dog that presents risk of injury to itself or other staff members. If a dog does bite or injure a staff member or another person then The Dog Retreat Spa is required to report the incident to the relevant organisations under the Dangerous Dog Act 1991.
3. Any pre-existing coat or health conditions of your dog will be discussed, if you have any shampoo you'd prefer to be used you should supply this at your own expense for us to use during the groom. The Dog Retreat Spa reserves the right to refuse shampoo which we would not recommend or if it poses a risk to human or animal health. All of the products used in the salon are dog safe and made for dogs.
4. Removal of matting is essential in the treatment and prevention of hotspots and sores, fungal and bacterial infections, yeast infections, flea infestations, moist eczema, mites and lice, maggot infestation, urine and faeces scalding, eye and ear infections, severe itching, scratching and redness. The Dog Retreat Spa reserves the right to de-matt and shave the coat very short in order to properly groom a severely affected coat. This treatment is NOT routine and your dog may look very different afterwards with the hair being very short and close to the skin. This may expose pre-existing skin complaints. If the dog needs to be shaved The Dog Retreat Spa cannot be held liable for clippers accidentally cutting the dog, or any rashes that may appear afterwards. In most cases we will seek the owner's consent before carrying out such procedures. The Dog Retreat Spa reserves the right to completely or partly shave any dog if we deem it is necessary or a welfare issue. There is an extra fee payable if your dog is matted when they turn up to the salon. This is a minimum of £15.00 extra on top of the grooming fee. The decision of weather your dog is matted or not is solely down to The Dog Retreat Spa, and fees will be applied after the groom is complete. The fee will be solely at the discretion of The Dog Retreat Spa and will take into account the severity, time taken, and how many blades were used.
5. Every effort will be made to groom your dog to meet your expectations. It must be made clear however, that no guarantee can be made in this regard, and The Dog Retreat Spa accepts no responsibility for a groom carried out according to your instructions, but not to your visual expectations. Records are kept in order to track progress and it may take several grooming sessions for the coat to grow to your desired style. If you have any problems with the groom you must inform us upon pickup so we can try to rectify any issues. You must give The Dog Retreat Spa the opportunity to rectify any problems before submitting a negative review online. If you would like to make a formal complaint then this must be done so in writing within 24 hours of the groom.



6. Whilst in our care, all dogs are treated with the utmost care and attention. The Dog Retreat Spa will ensure your dog is safe and secure within the salon space, and we only use good quality products. The Dog Retreat Spa will not continue a groom on a dog that becomes severely anxious or aggressive.
7. It may be necessary for The Dog Retreat Spa to use a muzzle on your dog for its own safety and that of the groomer. The Dog Retreat Spa carry's a selection of comfortable, various sized muzzles, which allow your dog to breathe normally and drink if necessary. A muzzle serves to both calm the dog and prevent damage or injury. The Dog Retreat Spa also uses calming cradles, happy hoodies and use various techniques to ensure your dog is safe and as calm as possible during their groom. All methods are safe for your dog and are only used when necessary.
8. The Dog Retreat Spa has dog bowls in the salon which are regularly refreshed with fresh water to prevent dogs becoming dehydrated.
9. The Dog Retreat Spa will endeavour to run appointments according to time and customer requests. The Dog Retreat Spa understand that sometimes it is necessary for customers to cancel an appointment, however in recognition of the fact that we may be unable to fill the appointment at very short notice; customers are liable for a surcharge payment of the grooming session for late cancellations with less than 48 hours' notice. The Dog Retreat Spa ask that you make any cancellation as far ahead as possible. If you cancel your groom regularly or with little notice on more than one occasion, then a non-refundable deposit will need to be paid in order to secure your next appointment. A cancellation fee of 100% is payable if the groom is cancelled within 48 hours, or if you fail to show to your appointment. By using our service you agree to pay these fees. The Dog Retreat Spa reserves the right to cancel any appointments if necessary with no prior warning at no charge to the customer.
10. Estimation costs can be provided at the time of booking but these will be subject to reassessment of the dog on the day. Some cost adjustment, with owner's agreement, may be necessary in respect of the dog's size, coat condition and the style and time required. There will be a minimum £15.00 surcharge if your dog is deemed to be matted. De-matting will mean that the appointment may be longer than expected, as such the surcharge will be applied. All payments must be made in full upon return of your dog. The Dog Retreat Spa accepts cash, bank transfer and card payments.
11. If your dog has fleas that can be seen at drop off then the dog will be refused and told to return at a later date once it has had an effective course of treatment. If an infestation is been found whilst grooming then extra costs will incur, these costs will cover the renewal of equipment, and full decontamination of the salon in order to remove fleas and eggs. The surcharge in this instance starts from £20.00 per dog as the salon will need to be closed for the rest of the day if any dog is found with fleas in order for us and cleaners to effectively treat the salon. In some cases Ticks will also be subject to this surcharge depending on the severity of the infestation. This surcharge will increase depending on the severity of the infestation, how many dogs will have to be re-arranged/cancelled, and how long the deep clean will take afterwards.
12. The Dog Retreat Spa takes before and after pictures/videos of your pet, by using our service you are agreeing that we may use these images on our social media pages and website. Such photographs and videos remain property of The Dog Retreat Spa. If you do not wish for us to use photographs of your dogs on our social media please make us aware in writing before the appointment.
13. The Dog Retreat Spa respects your confidentiality and will not share your details without your prior consent. All of your information is stored on our secure online booking system, and can only be



accessed by The Dog Retreat Spa. Please see our GDPR Policy for further information (this is available upon request). You will be informed if any breaches of data occur.

14. The Dog Retreat Spa reserves the right to refuse to groom any dog. In an instance that the full groom cannot be carried out due to the behaviour or condition of the dog on the day then full payment will still be required to cover the grooming slot.

15. You must inform us if your dog develops an illness, behavioural condition or disease so we can update our records and adjust the groom as necessary.

16. The Dog Retreat Spa looks out for the welfare of all animals that come through our doors. It is our duty to report any neglect to the RSPCA or another welfare organisation if we feel as though an animal is being neglected or abused by an owner. In an instance that an owner does not return to collect a dog, and we cannot get in touch with them, then the Animal Warden will be called to remove the dog and take it into their care. We abide by the Animal Welfare Act 2006.

17. The Dog Retreat Spa is not liable to cover any veterinary fees. Should your dog be injured at The Dog Retreat Spa we will make you aware upon collection of your dog. The Dog Retreat Spa reserves the right to seek emergency veterinary attention for your pet should it be necessary, and has the right to do so at the expense of the owner. We advise that all dogs have a suitable Pet Insurance policy in place. By using The Dog Retreat Spa you understand that accidents may happen, dogs move around and we can't eliminate the possibility of grazes and cuts happening. It is entirely The Dog Retreat Spa's decision if any payment or compensation for an injury will be deducted from the groom cost.

18. There may be instances where dogs will be socialised with other dogs. As we are not a 1:1 grooming salon, multiple dogs are likely to be in the salon at the same time as your dog. You must inform us if your dog is nervous, anxious, aggressive etc. towards other dogs before they enter the salon. All efforts will be made to stop dogs from different households from socialising, however it cannot be guaranteed they will not come into contact with another dog.

19. The Dog Retreat Spa upholds a strict and thorough cleaning schedule. It is down to dog owners to ensure their dogs are fully vaccinated by a registered veterinary practice to help reduce the change of catching and spreading diseases. The Dog Retreat Spa shall not be liable if your dog should become ill after catching something off another dog in the salon. We recommend that all dogs are immunised as per standard veterinary advice. It is down to you to make sure that your dog's vaccinations are up to date. The Dog Retreat Spa will not be held liable for any illness or injury obtained in the premises as a result of your pet not having vaccinations. The salon is cleaned daily with pet safe disinfectants.

20. All grooming prices quoted are 'from' which means that it is the lowest price you will be expected to pay for the groom. Prices will increase accordingly depending on coat condition, size, thickness, style and temperament. All prices are at the sole discretion of The Dog Retreat Spa.

21. The Dog Retreat Spa reserves the right to refuse to accept your dog into the salon for a booked appointment if you are more than 10 minutes late. We give each dog a designated time space to complete their full groom/service, and in some cases it may not always be possible to accept late clients when we will not have enough time to safely carry out the service. In this instance full payment for the slot is still required.

22. There will be a late pickup fee charged if you do not collect your dog at the agreed/specified collection time. A 10-15 minute warning is usually given that your dog will be ready for collection. If you are late to collect your dog and haven't given us any warning, then a surcharge of £5.00 for every 15 minutes late will be applied. If you are over 1 hour late for pickup, then this surcharge will increase to £10.00 every 15 minutes. In an instance that the owner/client does not return to collect



their dog, the dog will be handed over to the Dog Warden. The Dog Retreat Spa is not liable to cover any re-homing, boarding or kennel fees associated with your absence.

23. In the event that you have cancelled multiple appointments at short notice (less than 72 hours), The Dog Retreat Spa reserves the right to ask for full payment for the slot upfront when booking.

24. All deposits paid from 05/04/2022 are non-refundable. If the client cancels the appointment the booking deposit is lost and a new deposit will be required to book a new appointment. The Dog Retreat Spa reserves the right to apply this to re-scheduled appointments as necessary.

25. In the instance that your dog bites or injures a member of The Dog Retreat Spa staff then you will be informed immediately and asked to return to collect your dog. A full report of the injuries will also be provided. The Dog Retreat Spa reserves the right to report any dangerous dogs to the relevant authorities and seek compensation for any extended periods of absence/being unable to work as a result of injuries caused by your dog.