

Terms and conditions

By making a booking you confirm you have read and agree to the following:

I understand if my dog is either in season, is or could be pregnant the groomer will refuse the groom until my dog has been either weaned off the puppy's or out of season.

If you need to pay/change/cancel your booking there is a button at the bottom of the email to do this. Reminder that we ask to secure your booking to make payments up to 48 hours before your appointment, failure may result in your appointment being cancelled.

I understand that the groomer has the right to refuse any groom for any reason.

Emergencies:

In the event of an emergency, I authorize this establishment to immediately seek veterinary attention for my pet (at my expense), I understand that all attempts will be made to contact me in the event of an emergency.

Coat condition:

I understand that this establishment will put my pet's welfare above all else.

In the unfortunate event that my dog has matting, I understand the groomer may have to shave the matts out. I also understand in the event that my dogs coat is severely matted, there is an increased risk of clipper burns or cuts to occur. I understand that matted pets may take an additional time, and therefore an additional fee will occur onto my regular price.

Dogs with severely matted coats need extra attention. Mats in a dogs coat grow tight, and can strangle the dogs skin, or eventually tear it open. Sidney's spa will not cause serious or undue stress to your dog by de-matting for more than 15 minutes as specified by the Animal Welfare Act 2006. Mats can be very difficult to remove, and may require the pet to be shaved, you agree to this should your pet require it under the above Act. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the dogs skin allowing mould, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can even harbour maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. Shaved dogs are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases dogs may also exhibit brief behavioural changes. Prevention is the best defence against matting by scheduling regular grooming appointments. If your dog needs to be shaved to remove matting, you acknowledge that you agree to this procedure, and any risk.

Reactions:

Occasionally, your dog might react to a particular product used within the salon. We ask that you inform the groomer prior to the groom if my pet has any allergies to prevent my pet from having a reaction to any shampoo, conditioner, sprays or other products used to complete the groom. In the event that my pet has a reaction to any product used, Sidney's spa does not take any liability.

Cancellations:

I understand that if I need to cancel or rearrange my appointment, I will give the groomer 48 hours notice prior to the appointment and can be made available. A 48-hour cancellation notice is required for all appointments, cancellation within this time unfortunately means we cannot issue a refund as we would not have time to refill the slot. i understand that, If i decide to cancel and it is under the 48hour policy, 100% of the price is payable to be able to stay on the books. i understand that no show fees are 100% of the price, with no refunds.

Photographs:

Your pet may be photographed before, during or after its groom. Photographs may be used on website or Social Media or other printed materials, please let us know in advance and in writing if you wish for your dog not to be photographed.

Current Vaccinations/Veterinarian Information:

By using our services, owners verify their dogs are up to date with vaccinations for canine parvovirus, canine distemper virus, Leptospirosis and Infectious canine hepatitis. Proof of Vaccination may be provided to Sidney's spa on request as well as current Veterinarian information.

Health or Medical Problems & Senior Dogs:

Grooming procedures can sometimes be stressful, especially for a senior dog or dog with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. In the best interest of your pet this contract/agreement will give Sidney's spa permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary by us. We will do our best to contact you first, then take your pet to our authorised Veterinarian, or to the nearest Veterinarian that is available. It is agreed that all expenses for Veterinary care will be covered by the pet's owner.

Time Keeping

Please be punctual, we work by appointment only and do not do rushed appointments so time keeping is key to our values, we pride ourselves on taking time and care with each dog. The appointment slot allocated for your pet's groom has been booked at your request exclusively and lateness 15 minutes or over may result in us not being able to complete the groom or full request i.e as an example, full style and bath may result in bath and hygiene trim if enough time is not left for

the full styling due to lateness, no refunds can be requested due to lateness. You will receive a free Appointment reminder and we will try to contact you if late for your slot.

Collection times

we have recently implicated collection times. You will be given a collection time before you leave, failure to arrive within 15 minutes of collection will result in a charge in a minimum of £5, with every 30 minutes an additional £5 will be added. failure to pay on collection will result in an immediate ban.

Most grooms take between 1.5 - 3 hours or more depending on the size and temperament of the dog, and its coat condition. We will give you a pre-arranged time for collection for your booking, the email will detail the length of time allocated, we will also telephone/text you when your dog is ready. We understand that from time to time unforeseen circumstances may arise. However, late collection may require us to house your dog in a safe and comfortable crate.

Fleas/Ticks:

Sidney's spa strives to be a flea/tick-free salon. If your dog has a flea or tick infestation we will ask that you reschedule your grooming appointment once the flea or tick problem is under control. Dogs with a flea or tick infestation carry a risk of anaemia, infections, tapeworms and other health problems. We recommend that you contact your veterinarian for advice on the best treatment for your situation. A topical monthly flea preventative may be the most effective choice. Treating all pets in the family, as well as treating your home will help in keeping fleas and ticks under control for the long term. If fleas are found on your dog we will bathe your dog in a flea shampoo and have to treat the salon, this will incur a £15 charge on your grooming bill. If ticks are found an additional charge of £8 will be added for their removal.

Accidents:

There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations. Possible problems that could occur include cuts, nicks, scratches and quicking of the nails. In most cases this can happen when a dog is wiggling or moving around. We make every effort to ensure your dog is groomed as safely as possible, but if your dog does not accept the process it can be dangerous to continue the groom so in extreme cases if it poses a danger to continue we will suggest grooming desensitising before continuing to use sharp equipment.

Aggressive or Dangerous Dogs:

Owners MUST inform us if your dog bites, has bitten or is aggressive to people, other pets or specific grooming procedures. I reserve the right to refuse or stop services of your dog at any time before or

during the grooming process. If your dog should bite the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

Hold Harmless Agreement:

By using our services you agree to hold Sidney's spa it's owners, employees and directors harmless from any damage, loss, or claim arising from any condition of the undersigned dog, either known or unknown to us. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all dogs groomed.