

# The Dog Spot

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## Booking Fees

For all new bookings under 2 hours: £40 flat fee deposit. This is for all new bookings or anyone who is not booking pre-booking on a schedule (ad-hoc). This is non-refundable and transferrable only once as long as over 48 hours notice is given.

For all new bookings over 2 hours: (large dogs and double dog appointments for example) pay a 50% of total booking fee. This is again non-refundable but transferrable only once as long as over 72 hours notice is given due to the large appointment size and disruption to the diary.

Your appointment isn't confirmed until this deposit is paid. Once paid you will receive a confirmation message from our online diary. If the unlikely event we the groomer have to cancel your appointment you will have the option to roll this over to the next appointments offered or you will be offered a refund.

Please note any late cancellations/ no shows and you will be charged the full amount of your booked appointment if under the specified window. We will keep the deposit and any remaining balance will be covered by the card we have on file for you. This fee must be settled before rebooking.

After your first visit, you will not be required to provide us with a deposit if we have your card on file.

\*the notice periods are based on working hours, so Monday-Saturday are our working days, and it excludes Sundays and Bank Holidays.

## Payment

Payment is due on collection of the pet and must be made in full before release.

Accepted payment methods include cash and card.

Additional charges may be incurred if pets require additional handling, matting, or time to complete the groom as per these terms and conditions.

## Late Payment

Where payment is not received on the same day as the appointment, a late payment fee of £10 will be applied.

Outstanding balances will result in refusal of future bookings.

## Cancellation

A minimum of 48 hours' notice is required to cancel an appointment which is under 2 hours, 72 hours for appointments over 2 hours.

Cancellations/ rescheduling requests made with less than these notice periods will result in the full groom charge. We reserve the right to hold your card on file and all new clients will be required from the beginning and existing clients will be phased on to this system before the 1st October 2026. If you cancel late we reserve the right to charge the card we keep on file to cover the cancellation fee.

Rescheduling requests made with less than required notice will be treated as a cancellation and charged accordingly.

If you ask to reschedule over notice period but our wait list means your dogs groom will then be overdue, please be aware of our overdue groom fee / matting fees which are two separate charges, mentioned later in this contract.

\*the notice periods are based on working hours, so Monday-Saturday are our working days, and it excludes Sundays and Bank Holidays.

## **Rescheduling**

Requests to reschedule must be made with at least 48 hours' notice.

Rescheduling requests made with less than 48 hours' notice will be treated as a cancellation and charged accordingly. #

New clients can only reschedule once.

If you ask to reschedule over the 48 hours notice but our wait list means your dogs groom will then be overdue, you will be charged an overdue groom fee which is separate to a matting charge. If also matted this will be charged extra as usual also.

## **Missed Appointments (No-Shows)**

Failure to attend an appointment without notice will result in the full groom charge.

Repeated no-shows will result in refusal of future bookings.

## **Matting**

Coat condition is assessed at the start of the groom.

Severely matted coats may require clipping short to maintain the welfare of the dog.

An additional matting fee of between £10 and £40 will apply, depending on severity.

Severely matted dogs may be refused on welfare grounds, with a recommendation to seek veterinary advice.

The owner agrees that The Dog Spot will not be held liable for any after-grooming effects of matt clipping procedures or problems "uncovered" by clipping off a badly matted, neglected coat. This could include, but is not limited to the following: itchiness, skin redness, irritations or abrasions however caused, aural haematomas, post groom furunculosis, pyoderma - superficial or deep and/or pyotraumatic dermatitis. No dog will be subjected to stress or discomfort and all dogs will be groomed in accordance with The Animal Welfare Act 2006. We photograph and/or video every case of neglect brought into the salon for grooming, and we may also save a sample of fur. We reserve the right to use these items as we deem appropriate.

### **Overdue Groom Fee**

If you have gone over your recommended grooming schedule which will be added to the email you will receive with your copy of the terms and conditions, you will incur an extra overdue groom fee. This is to cover the extra coat growth, time and effort re-styling and brushing/bathing.

## **Fleas**

All pets must arrive free from fleas.

If fleas are identified during the groom, the groom may be stopped and an additional cleaning fee will be applied.

The cleaning fee is £35.

## **Health of Your Pet**

Pets must be fit and well to be groomed.

We reserve the right to refuse or stop a groom where health concerns are identified.

## **Behaviour**

If a pet displays aggressive or distressed behaviour that poses a risk, the groom may be stopped.

Charges will still apply for time booked out and handling already carried out. An additional handling fee of £15 - £25 may apply where extra time or care is required.

Future bookings may be refused on welfare and safety grounds.

The Dog Spot reserves the right to muzzle your dog or ask you to muzzle your own dog or to refuse to groom it if it represents a danger to our staff.

## **Accident, Illness, Emergency Treatment & Liability**

### **Grooming Risks & Minor Accidents**

Grooming involves the careful use of sharp tools, restraints, dryers and handling techniques. While every reasonable care is taken at all times, minor accidental incidents can occasionally occur, even with the most experienced groomer.

These can include, but are not limited to:

- small nicks or cuts

- clipper irritation or clipper burn
- nail quicking
- stress or anxiety reactions
- slips, trips or movement-related incidents

In the unlikely event of any incident, we will:

- inform you as soon as reasonably possible
- document what happened and the action taken
- administer appropriate first aid where required
- seek veterinary attention if we believe it is necessary for your pet's wellbeing

#### Underlying & Pre-Existing Health Conditions

The grooming process can sometimes expose, aggravate or reveal pre-existing or underlying medical conditions, particularly in:

- elderly or senior pets
- anxious or highly stressed pets
- medically vulnerable pets
- heavily matted pets
- pets with health conditions that have not been disclosed to us

It is the owner's responsibility to inform us of any known medical conditions, medications, allergies, recent surgery, mobility issues or behavioural concerns before the appointment. We cannot accept liability for any condition that was unknown, undisclosed, pre-existing or not reasonably detectable prior to or during grooming.

#### Emergency Veterinary Treatment Authorisation

If we believe urgent veterinary treatment is necessary for your pet's welfare, we may seek immediate veterinary attention without prior approval, where any delay could place your pet at risk.

Where it is practical to do so, we will make reasonable attempts to contact you first. By booking an appointment, you agree that you remain responsible for any veterinary fees incurred in seeking emergency treatment for your pet, unless the need for treatment was directly caused by proven negligence on our part.

#### Serious Illness, Medical Emergencies & Loss of a Pet

While we take every reasonable care and attention with every pet in our care, grooming can occasionally trigger stress-related or medical complications, particularly in vulnerable pets.

We cannot be held responsible for unforeseeable medical events, adverse reactions, underlying illnesses, or natural causes that arise during or following a grooming appointment and which are beyond our reasonable control.

Should a serious incident occur, it will be handled professionally, compassionately and with the utmost care for both pet and owner. All such incidents are documented and reviewed thoroughly. We hold appropriate professional insurance cover for our grooming activities.

#### Higher-Risk Pets

Some pets carry a higher level of grooming risk due to their age, breed or medical history. This includes, but is not limited to:

- senior or elderly pets
- brachycephalic (short-nosed) breeds such as French Bulldogs, Pugs and Bulldogs
- pets with heart, respiratory or circulatory conditions
- pets with epilepsy, seizures or neurological conditions
- pets recovering from illness, surgery or injury
- medically fragile or palliative pets

Where a pet is identified as higher-risk, we may adjust our approach, shorten the groom, decline certain services, or recommend veterinary advice before grooming proceeds. Owners are responsible for disclosing any relevant condition before the appointment.

#### Heavily Matted Coats & Associated Risks

Heavily matted coats carry a significantly increased risk of skin irritation, clipper burn, nicks, bruising, haematomas and the exposure of pre-existing skin conditions once the coat is removed. The kindest and safest option is often a short clip-off on welfare grounds.

By proceeding with grooming on a matted coat, you accept that minor injury, skin reaction or the discovery of underlying skin issues may occur despite all reasonable care being taken, and that these are recognised risks of de-matting rather than a reflection of poor workmanship.

#### Veterinary Evidence & Information Sharing

If an owner alleges that injury, illness, harm or negligence has resulted from grooming, the owner must provide full supporting veterinary evidence to allow the matter to be properly assessed.

This includes consent for us, our insurers and any appointed legal or professional representatives to obtain and review relevant veterinary records, clinical notes, reports, invoices, photographs and treatment history relating to the allegation.

Allegations that are not supported by appropriate veterinary evidence may not be accepted. We reserve the right to request an independent veterinary assessment or second opinion where appropriate, and to share relevant information with our insurers, legal advisors or any regulatory body in connection with a complaint or claim.

#### Limitation of Liability

Our liability is limited to direct losses caused by proven negligence on our part. To the fullest extent permitted by law, we are not liable for:

- indirect, consequential or emotional loss
- conditions, illnesses or complications that were undisclosed, pre-existing or not reasonably detectable
- incidents arising from a pet's behaviour
- events outside our reasonable control

Nothing in these terms is intended to exclude or limit any liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence.

### **Trainee & Apprentice Groomers**

Please understand a trainee, apprentice or student groomers may assist with or carry out grooming services under appropriate supervision.

All trainees work under supervision and guidance appropriate to their level of training and experience. Every effort is made to ensure your pet's safety, comfort and welfare at all times. If you wish for this to not apply to your pets groom you must state this in writing so we can log this in our system.

By booking an appointment, you acknowledge and accept that your pet may be assisted or handled by a trainee as part of their professional development.

### **Late Collection**

Pets must be collected at the agreed time.

Late collection will incur a charge of £10 per 15 minutes.

Repeated late collection may result in refusal of future bookings.

### **Late Drop-Off**

Clients must arrive at the scheduled appointment time. If you are running late, please contact the salon as soon as possible. We will do our best to accommodate late arrivals, but this cannot be guaranteed.

Appointments delayed by more than 15 minutes may be cancelled. The full appointment fee will apply.

### **Early Drop-Off**

Early drop-off is by prior arrangement only.

Where agreed, early drop-off may be permitted up to 15 minutes before the appointment.

Unarranged early drop-offs may be refused. If you are early and wish to check if we are able to take your pet early you must call or text from your vehicle, it is unfair to disturb the prior pets appointment if we are still with another.

## **Complaints & Feedback**

Any complaints must be submitted in writing within 24 hours of the appointment, including supporting details or photographs where relevant.

Complaints made via social media or third-party platforms will not be accepted.

All complaints will be reviewed professionally and fairly. Where appropriate, a re-groom, a partial refund, or a credit may be offered at our discretion.

## **Agreement**

By booking an appointment, you confirm that you have read, understood, and agree to these Terms and Conditions.

Terms last updated: 3 June 2026

# Client Consent Form

The Dog Spot

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## Pet & Owner Details

Owner Name: \_\_\_\_\_

Pet Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Preferred Vet Practice: \_\_\_\_\_

## General Consent to Groom

- I authorise The Dog Spot to carry out grooming services on my pet as agreed.
- I acknowledge that grooming may include handling, bathing, drying, brushing, and clipping as deemed appropriate by the groomer.

## Health & Welfare Declaration

- I confirm that my pet is currently in good health and suitable for grooming.
- I agree to disclose any health conditions, allergies, or sensitivities relevant to the grooming process.

## Behaviour & Handling Acknowledgement

- I acknowledge that grooming may be discontinued if my pet displays aggressive or unsafe behaviour.
- I accept that charges may apply for work carried out prior to any stoppage.

## Matting Acknowledgement

- I acknowledge that matted coats may require clipping for the welfare of the pet.
- I accept that additional charges may be applied for de-matting procedures.

## Fleas & Parasites Acknowledgement

- I confirm that my pet is free from fleas and external parasites.
- I acknowledge that discovery of fleas may result in cessation of grooming and additional cleaning fees.

## Emergency Veterinary Care Consent

- In the event of an emergency, I authorise The Dog Spot to seek veterinary treatment for my pet if I cannot be contacted.
- I understand that any veterinary treatment will be discussed with me wherever possible.

## Photography & Social Media Consent

*Please select one option:*

- I consent to The Dog Spot photographing and sharing images/videos of my pet for marketing purposes.
- I do not consent to photographs/videos of my pet being used for marketing purposes.

## Communication Consent

- I consent to receiving communications from The Dog Spot regarding appointments, updates, and promotional materials.

## Acknowledgement of Terms & Conditions

- I confirm that I have read, understood, and accept the Terms & Conditions of The Dog Spot.

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**Declaration & Signature**

Owner Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*This consent form is provided for informational purposes only and does not constitute legal advice. Your signature indicates acceptance of the terms outlined above.*