



Dillybob
Dental & Deshed

Terms & Conditions

CANCELLATIONS & NO SHOWS

01

Cancellations with less than 48 hours notice will incur a charge of 50% of the estimated groom price.

Cancellations with less than 24 hours notice or a no show on the day will incur a 100% charge. All payments must be cleared before another appointment is arranged. Customers who repeatedly cancel last minute or refuse payment will not be rebooked.

TIME KEEPING

02

Please arrive on time; arriving early without prior agreement is discouraged. Late arrival may result in adjusted services, still charged in full. Lateness exceeding 15 minutes will be considered a 'no show' with the appointment cancelled and charged in full. An approximate collection time will be provided upon drop-off, with a text reminder 20 minutes before. Late pickups will incur a £5 fee for every 15 minutes - as we offer a 1-2-1 service late collections have a knock on effect on the remaining appointments of the day.

PRICING & PAYMENT

03

Prices discussed on enquiry are estimates and subject to variation based on factors such as size, grooming needs, behaviour, and coat condition. Additional charges will apply for matting or flea removal to cover equipment damage, extra labour and cleaning. The final price will be confirmed upon completion of the groom. Payments must be made in cash upon collection or via BACS transfer before you leave the salon.



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FLEAS, TICKS & CONTAGIOUS DISEASE

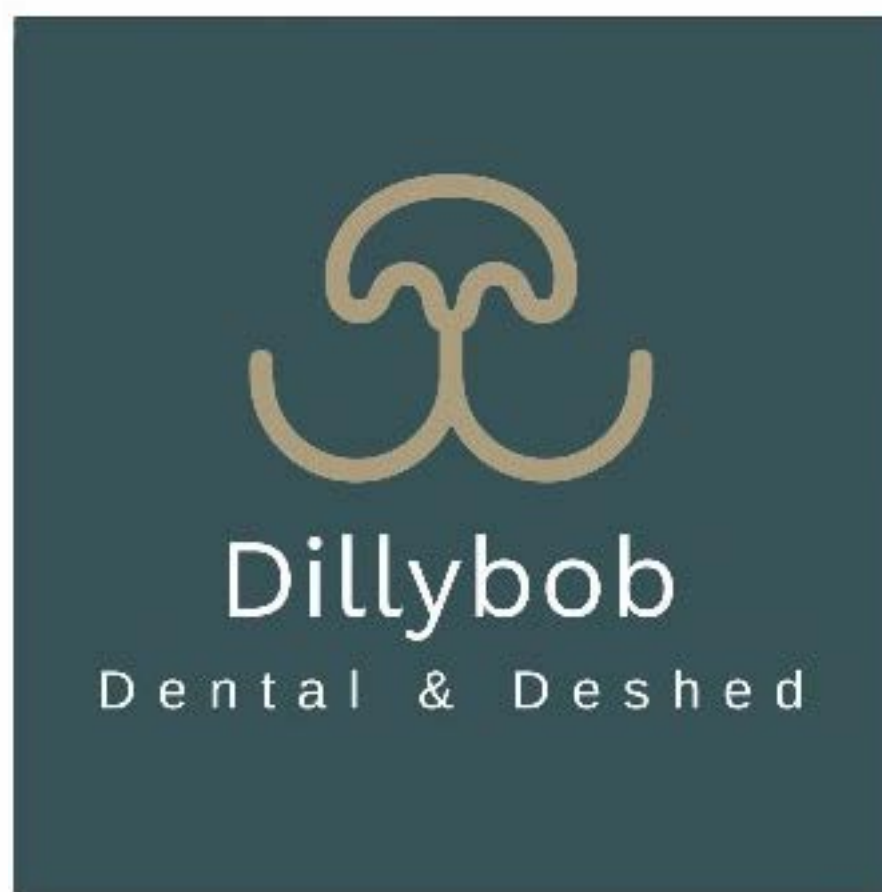
To maintain hygiene standards, our equipment and salon is disinfected and sterilised between customers. However, please note that unvaccinated dogs are groomed at their own risk. Dogs with parasites or contagious diseases will not be accepted- please reschedule with 48 hours' notice to avoid cancellation fees. If fleas are found during grooming, extra charges apply for treatment of your dog and decontamination of the salon. You must also treat your dog at home with vet-approved products. Tick removal is £5 and includes treatment of the wound.

04

MATTED COATS

Your dogs welfare is our priority. Matting can lead to various skin issues, such as eye and ear infections, flea infestation, yeast, fungal & bacterial infections, and more. If you are struggling with maintaining your dogs coat - please ask for care advice and book regular appointments to avoid matting. In order to comply with The Animal Welfare Act 2006 and ensure your dogs comfort, badly matted dogs will be shaved down using a short blade. Refusal from owners will result in termination of services, with full fee charged. Although extreme care will be taken, we are not liable for post-shaving conditions, including but not limited to; hematomas, irritation, redness, and nicks from clipper blades. Additional charges apply for matted coats and vary subject to the severity of the case.

05



HEALTH & BEHAVIOUR

Your attendance confirms your dog is fit and healthy enough to participate in a grooming session and you have declared any known medical issues. If they become unwell or unduly stressed, we may terminate or reschedule, with the full fee charged.

Every precaution will be taken to prevent injury from occurring, however, due to the nature of working with sharp tools on a moving animal, there is always a risk of cuts, scratches, nicks and quicking of nails - this is not an extensive list. We will not be held liable for such issues, or the exacerbation of pre-existing conditions.

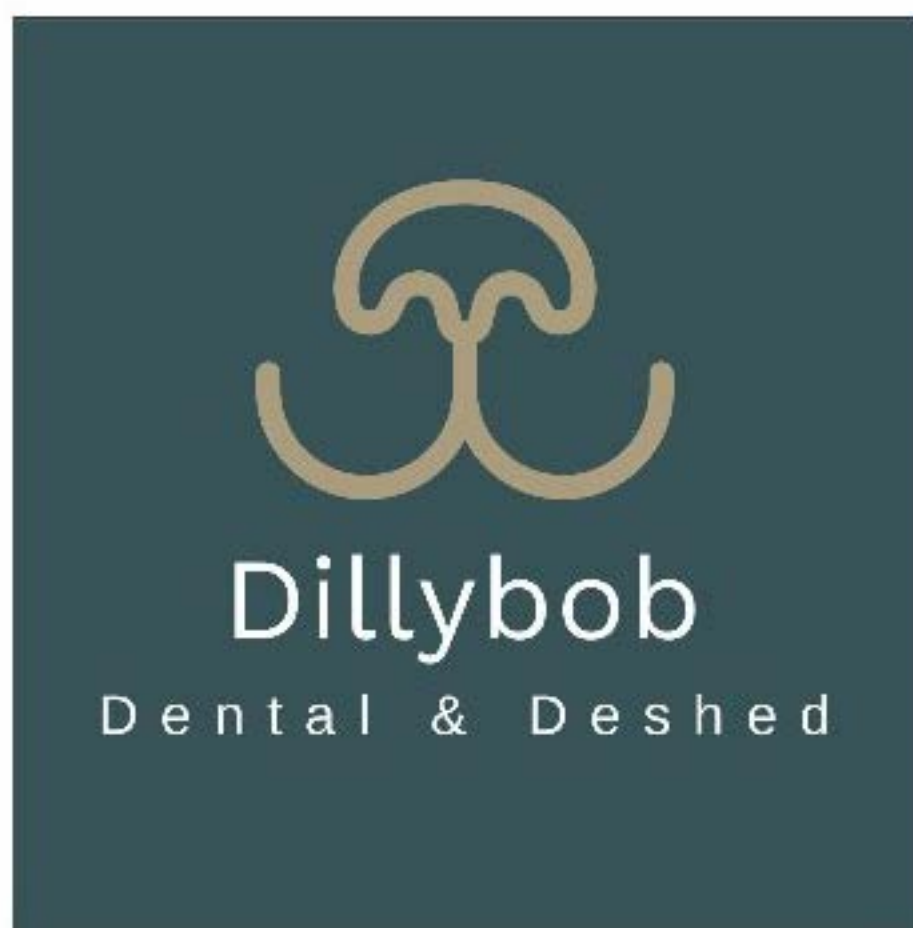
06

You authorise us to administer first aid and obtain urgent veterinary treatment at your cost, if needed.

We may not accept bitches in season - please consult us prior to your appointment. We will not groom pregnant bitches and will not be liable for the loss of puppies in undisclosed pregnancies. Grooming of sick or elderly dogs is at the owner's risk - we will not be held responsible for accidental pet deaths due to such.

You declare any known behavioral issues or aggression, allowing us to ensure our safety. We reserve the right to use a muzzle or terminate the groom if necessary, with the full fee payable. You are liable for loss of earnings or equipment damage due to aggression.

We are unable to accept breeds listed under the Dangerous Dogs Act.



SERVICES

07

We reserve the right to make adjustments to the arranged services or agreed styling dependent on your dogs condition or to prioritise their welfare. We will not pluck hair from the ear canal or perform anal gland expression - please seek veterinary assistance for these procedures.

PHOTOS

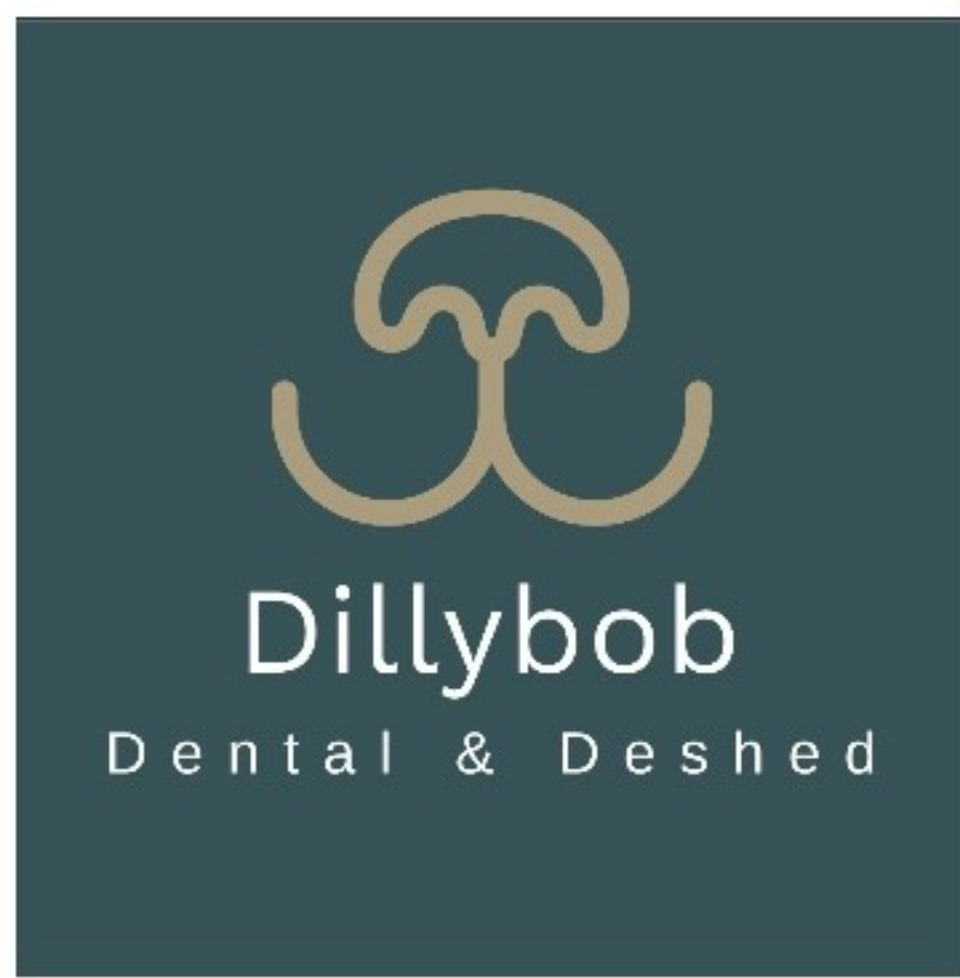
08

We retain ownership and copyright of all photographs taken during grooming sessions. By utilizing our services, clients grant permission to use these photographs for advertising, promotional and educational purposes without further consent. If you do not wish for us to use photos of your dog on our social media or website, please let us know.

YOUR INFORMATION

09

We comply with GDPR regulations by holding and processing only the data necessary for the completion of our duties. The information we hold is used to arrange bookings or to handle an emergency while your pet is in our care. We store details about you and your pet securely in paper format and on a password-protected mobile phone. You have the right to access this information at any time. Your data will not be shared, except when required by law. Inactive customer data will be securely destroyed after 2 years.



FEEDBACK & COMPLAINTS

10 We encourage clients to communicate any concerns or complaints to us directly, within 24 hours of the groom. This allows us to address issues promptly and ensure your satisfaction. Alterations to grooms requested after this period may incur additional charges. Your feedback is valuable to us, and we also appreciate positive reviews of your experiences with us. Feedback helps us to continually improve our services.

ABUSE & MISTREATMENT

11 We maintain a zero-tolerance policy towards any form of abuse or mistreatment, including but not limited to physical violence, verbal abuse, neglect, or any actions that endanger the safety or well-being of staff or animals. Any instances of such behaviour will result in immediate termination of services, and the client may be prohibited from future use of our services. Additionally, such behavior may be reported to the appropriate authorities. Our top priority is the safety and well-being of all individuals and animals under our care.

LAW & DISPUTES

12 These terms and conditions are governed by English law. In the event that any disputes arising from these terms and conditions cannot be resolved privately between the parties, they will be exclusively settled by the courts of England and Wales.