

# Lola's Shiny Paws Terms & Conditions

## 1. Appointments & Booking

To book an appointment please contact me via phone/text on 07880837919, email [info@lolasshinypaws.co.uk](mailto:info@lolasshinypaws.co.uk), use contact form on my website [www.lolasshinypaws.co.uk](http://www.lolasshinypaws.co.uk) or via Facebook. Alternatively, you can book an appointment in person at the salon. I aim to respond to every enquiry within 24h.

## 2. Cancellation & No Shows

I understand that life can be unpredictable, and sometimes you may need to cancel or reschedule your appointment. With sufficient notice, this is usually not a problem, as it gives me the opportunity to fill the slot or accommodate someone from my waiting list.

However, cancellations with less than 48 hours' notice can have a significant financial impact on my business. Short notice often means that I cannot offer the slot to someone else, as not everyone on my waiting list can drop everything and come at such short notice for a specific time, leaving me with an empty appointment that could have otherwise been filled.

To help protect my small business from the very real, detrimental, financial impact this can have, the following policy applies:

### **Cancellations with Less Than 48 Hours' Notice:**

A cancellation fee of **50% of the full groom price will apply.**

### **Failure to Show Up Without Notice:**

The same **50% cancellation fee will apply**, and you will need to pay this fee before booking any future appointments.

I appreciate your understanding that this policy helps me maintain the sustainability of my small business while continuing to provide quality, personalised services to all of my clients.

## 3. Drop Off & Pick Up

Dropping Off:

Lateness when dropping off can disrupt the salon's schedule and affect not only your dog's grooming but also other clients' appointments.

Arriving Late:

If you arrive late, I will do my best to accommodate your dog's grooming within the remaining time available. However, depending on the time lost, this may result in a partial groom (e.g., a bath and brush only). This will be discussed with you upon arrival and will depend on your dog's needs and the circumstances on the day.

Full Groom Charges Apply:

If a partial groom is provided due to lateness, you will still be charged the full groom price, as this is the time slot originally booked and still being taken.

More Than 15 Minutes Late:

If you arrive more than 15 minutes late, I reserve the right to cancel your appointment. This ensures that delays do not affect other clients or disrupt my workflow. In this instance, you will be charged a late cancellation fee of **75%** of the full groom price. This fee must be paid before rebooking any future appointments.

It is important to collect your dog promptly at the agreed time. Delays in pick-up can disrupt salon operations and may be distressing or unsafe for other dogs.

Collection Policy:

- 0–15 minutes late: **Free of charge (but please try to be on time).**
- 15–30 minutes late: **A late fee of £5 will apply.**
- 30+ minutes late: **A late fee of £10 will apply.**

If you are 10 minutes late, I will attempt to contact you.

## 4. Health & Safety

Fleas:

If you discover fleas on your dog at home, please contact me as soon as possible to discuss your option and do not bring them to the appointment. If fleas are discovered during an appointment I reserve the right to send

the dog home to avoid further risk of salon contamination. If fleas are discovered you will be charged your full groom price plus **£15** to cover the cost of flea bombing and deep cleaning the salon.

Matting:

I strongly believe in HUMANITY OVER VANITY expression and I will not cause unnecessary pain to your pet by attempting to brush severe matting. Your pet's welfare is my top priority.

If dog arrives with excessive, tight matting, the safest and kindest procedure is to clip the coat very short, close to the skin, beneath mats. That prevents injury and skin trauma. Shave down can uncover underlying skin conditions as well as there are risk of cuts and nicks because the clippers must run close to the skin.

By booking with me you acknowledge these risks, understand your own responsibility for maintaining your dogs coat and agree not to hold the groomer liable for any after grooming effects or complications from matted condition resulting in veterinary fees.

As shaving down matted coat takes more time and causes wear and tear on equipment additional charge of **£15** will be added to the full groom price.

Senior Dogs:

All grooming services for sick, elderly or health-compromised dogs are preformed entirely at owners risk. The grooming procedure will prioritize comfort and welfare of your dog.

## **5. Behavior & Handling**

Aggressive dogs:

I reserve the right to refuse service to an aggressive or unsafe dog. I might be able to advise on further course of action or recommend another groomer who offers services dedicated to aggressive dogs.

Toilet break:

Please make sure that your dog has had enough time before the appointment for a walk & toilet break.

## **6. Owners Responsibilities & Liability**

Please disclose any pre-existing medical conditions, allergies or sensitivities that could be affected by grooming. Including recent surgeries, dental work, sickness or changes in behavior.

I will also keep you updated about any new lumps, bumps, or concerns about behavior.

If a medical emergency occurs during grooming I will provide basic first aid, contact the veterinary clinic mentioned in your records and the owner immediately.

## **7. Pricing & Payment**

You will be informed about a price for a grooming service, however additional fees might be implemented such as matting or flea fee.

I do not issue refunds but I am happy to correct any mistakes as long as I will receive a complaint within 24h after the appointment.

Cash, card or bank transfer are preferable payment methods.

## **8. Photography & Social Media**

Photos or videos will be taken for my records and salon purposes but will not be shared on social media unless permission is given by the owner.

## **9. Privacy and Data Protection.**

Under the terms outlined in The Data Protection Act of 2018, I am obliged by UK law to keep the information disclosed here confidential at all times. Your data will be stored securely and not accessed by anyone other than me.