

Terms and Conditions

Dogs are accepted for grooming at Bird Dog Grooming Ltd under the following Terms and Conditions. These conditions do not affect your statutory rights.



Client Registration

All owners are required to complete a Client Registration Form prior to any service being carried out on their dog at Bird Dog Grooming Ltd.

We require all dogs to be microchipped, up-to-date on their three core vaccinations (Canine Parvovirus, Canine Distemper and Infectious Canine Hepatitis), and be wormed and de-fleaed regularly using vet recommended parasite-control products. We also recommend that dogs receive the Kennel Cough vaccine, but it is not required.

By completing a Client Registration, you confirm your agreement to these terms and conditions and that we may rely on the information provided.

You will be required to provide the following information:

- Your contact details.
- Your dog's name, breed, age, gender and microchip number.
- Your vet's contact details.
- A copy of your dog's vaccination records.
- Details of any health, behaviour and temperament issues that would impact on treatment or grooming.

Examples include but are not limited to: injuries, recent surgery/stitches, skin conditions, illness, history of seizures, allergies, antisocial behaviour, aggression, possessive behaviour, lack of training and conditions such as incontinence, chronic vomiting or travel/ mobility problem etc. We will do our best to accommodate any special health needs your dog may have.

Additional information will be required for day care and dog walking clients.

It is the client's responsibility to ensure that any changes to information provided at registration are updated should they change or when updates are requested.

Pre-Service Consultations

The Pre-Service Consultations are all about preventative care. Our groomers and dog walkers are trained and experienced pet care professional who will know to identify anything in your pet that may require the vet's attention. We will assess your dog's fitness for grooming, day care and dog walking before any session.

A Pre-Groom Consultation includes:

- Confirmation of your contact details so that you can be reached.
- Confirmation of your dog's name, age, breed, gender, vaccinations, temperament and physical condition.
- Confirmation your dog has been fed and adequately toileted.
- A physical check of your dog's skin and coat, eyes, ears, nails, pads and more.
- Agreement on the treatment or grooming style achievable given the condition of your dog's coat. Should heavy matting be noticed during a pre-groom health check, you will be informed immediately of the available options.
- Guidance on any risks associated with the treatment or groom.
- Confirmation of expected collection time.
- Confirmation of expected costs for the treatment or groom.
- Confirmation all terms and conditions are understood.

Pre-Day Care Consultations follow the same steps as the Pre-Groom Consultation, with the addition of:

- Confirmation of any medication and permission to administer.
- Confirmation of dietary requirements, feeding regimes, and food to be provided.
- Confirmation of toileting and exercise needs.

Pre-Dog Walking Consultations follow the same steps as the Pre-Groom Consultation, with the addition of:

- Confirmation of the collection drop off / arrangements, ensuring dogs are in a secure location.
- Confirmation of permission to enter the client's property to carry out the booked service at the arranged date and time, where required.
- Confirmation the dog is provided a well-fitting collar and harness, and the tag is compliant with the Control of Dogs Order (1992) i.e. the name and address (including postcode) of the owner engraved or written on it, or engraved on a tag. Your telephone number is optional (but we would recommend this)
- Confirmation of permission for off-lead walking.

For the safety and health of other dogs, dogs with contagious diseases or parasites, or displaying signs of illness will not be accepted for any service at Bird Dog Grooming Ltd. If a dog shows signs of disease, parasites or illness during the Pre-Service Consultation or while in our care, we will isolate them from the other dogs and the owner will be required to collect them immediately. The dog is welcome to return to the Bird Dog Grooming Ltd once a vet declares them healthy and free of parasites.

Anal Glands

We do not express anal glands. Expressing of anal glands is a procedure that a healthy dog should perform naturally and reasons for not doing so should be investigated by a veterinary surgery. We advise that you should speak to your vet should you need advice regarding concerns relating to your dog's anal glands.

Appointment Times

Bird Dog Grooming Ltd groom by appointment only. We reserve the right to refuse a service booking until there has been a pre-service health check with the owner.

We will provide you with a reminder of your appointment(s) the day before by phone call or text message.

We reserve the right to turn away clients that are over 15 minutes late for their appointment.

Cancellation and Rescheduling

Cancellation of an appointment without providing sufficient notice will deny us opportunity to fill that appointment time, and deny clients on our waiting list the opportunity to receive our services. In order to avoid this situation, the following terms apply:

We require 48 hours' notice if you need to cancel or change your appointment.

There are no fees applied for cancellations or reschedules that have given 48 hours or more notice.

Cancellations or Reschedules giving less than 48-hour notice will result in a charge equal to 50% of the reserved service amount (i.e. the booking deposit).

No Shows or Cancellations on the day of the appointment will be charged 100% of the reserved service amount.

Clients who have missed a previous appointment will be asked to pay in full when booking all future appointments. These payments are non-refundable in the instance of a no show. In the instance of a rescheduling of an appointment giving less than 48 hours' notice, the rescheduling fee will be deducted from the advance payment.

In order to book your next appointment, cancellation and rescheduling fees must be paid in full.

Gift cards risk part or full forfeit as per the above policies if less than the appropriate cancellation notice is given.

To reschedule or cancel an appointment, please call the salon on 020 7610 2674.

If you are cancelling your appointment outside normal working hours, or are unable to speak to a member of staff, please leave a voicemail providing your name, your dog's name, and the time and date of appointment. A member of staff will return your call during salon hours.

Late Collection

Your groomer will agree a collection time with you at the pre-service consultation. This will normally be around 2 hours later.

Late collection, of more than 20 minutes, will be charged at Bird Dog Grooming Ltd.'s day care price list rate.

Owners have the option of booking hourly dog care along with grooming appointments where they cannot pick up at the expected time.

If the owner has not collected their dog by 15 minutes after the salon closing time, then Bird Dog Grooming Ltd reserves the right to arrange overnight dog boarding at the owner's expense.

Pricing

All prices shown are guide prices only. All quoted prices assume:

- The dog's coat is well maintained, groomed at our recommended periods and free from knots, mats and tangles.
- The dog is well behaved, shows no aggression.
- The dog is not overweight or oversized for the breed.

These scenarios may incur extra charges due to the extra time and handling skills required. This will be discussed with you at your pre-treatment consultation.

All charges are payable before you leave the salon with your pet. Payment can be made by card, cash or BACS (payment prior to appointment).

Deposits and Pre-Payment

A 50% deposit of the services being booked is required in order for a booking request to be confirmed.

All deposits are used as part payment towards your service. Deposits are non-refundable and will be taken as payment towards any cancellation or no show fees due per our Cancellation and Rescheduling policy.

Matted Coats

At Bird Dog Grooming Ltd, we will always put the welfare of the dog first and abide by the Animal Welfare Act (2007).

Where a dog's coat is heavily matted that cannot be groomed out without causing a dog pain or injury, Bird Dog Grooming Ltd reserves the right to clip the coat very short in order to remove the matting and alleviate further suffering. This will dramatically change your pet's appearance, as their hair will be short and close to the skin.

When de-matting is necessary, the customer will be made aware that there is a much higher risk of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Every effort will be made to avoid this happening; where it does, it will be brought to the customer's attention as soon as possible.

Once the matted coat is removed, the skin may additionally show signs of irritation and sores due to the lack of air circulation and bacteria or dirt that has accumulated underneath. Occasionally there will be sores or infection that may need veterinary treatment.

Bird Dog Grooming Ltd will not be liable for any issue associated with the above mentioned process and any and all medical problems that may be uncovered and/or occur during or after the de-matting process. Should your pet need veterinarian care after or during the process, you will be required to pay any and all veterinarian fees.

Illness or Injury

If your dog becomes ill whilst in our care, or in the case of an emergency, owners will be contacted for permission to take their dog to a vet for treatment. In the situation where the owner is unreachable, we will take the action that is in the best interest of the dog. All vet costs shall be at the owner's expense.

If you believe that your dog has been injured due to the grooming process, we will require a full written veterinary report stating the cause of injury being specific to the grooming process for us to accept any liability or negligence.

Aggressive or Unsocialised Dogs

While we have a great deal of experience and success in the grooming of difficult dogs, we reserve the right to refuse or halt the grooming process should a dog become aggressive or distressed to the point that they present a risk of injury to themselves, other dogs, Bird Dog Grooming Ltd.'s staff or other customers.

Dog Walking

Bird Dog Grooming Ltd will not confirm any booking until the client has registered and a pre-service consultation with the owner has taken place. See the Client Registration and Pre-Service Consultation sections.

We walk a maximum of 4 dogs per walker to ensure a safe and enjoyable walk for all dogs in our care. We select dog groupings based on temperament, exercise needs and physical size. The size of group will alter according to local permissions and the needs of individual dogs. Bird Dog Grooming Ltd reserves the right to refuse or discontinue walks for any dog deemed to be unsuitable for group walks.

Unless there are exceptional circumstances, walks are at least 1 hour in length excluding pick up and drop off times. In extreme weather conditions (e.g. very hot weather or heavy snow) walks may be shorter to ensure the comfort of the dogs. This will be at the dog walker's discretion.

Where possible, walks are carried out in parkland where dogs can be safely walked off the lead. Permission to walk off-lead will be discussed with you during registration.

If we collect and drop off your dog, we will need keys and alarm codes to your property and your agreement to unaccompanied access by Bird Dog Grooming Ltd. Two sets of keys must be provided. Keys retained by Bird Dog Grooming Ltd staff will be kept securely and will only be marked with the name of your dog and an office code.

Towels should be provided if you wish your dog to be wiped down following the walk especially in adverse weather.

Dog Day Care

Bird Dog Grooming Ltd will not confirm any booking until the client has registered and a pre-service consultation with the owner has taken place. See the Client Registration and Pre-Service Consultation sections.

Only dogs considered to be well socialised, who enjoy the company of other dogs and people, are suitable for day care. We may refuse day care for a pet that presents a risk of injury to themselves or Bird Dog Grooming Ltd.'s staff or other customers. All dogs accepted for day care are subject to a 5-day trial period and we operate an ongoing three strikes system.

To be accepted today care, the following conditions must be met:

- Puppies must be over 8 weeks old.
- Male dogs over the age over 9 months must be neutered.

- Female dogs must not be in season.
- Vaccinations must be up-to-date
- Pre-Day Care Health Check completed to our satisfaction.

Your dog's health and safety at our day care is of the utmost important to us. In the course of playtime with other dogs throughout the day, minor injuries such as scrapes or bumps may occur. In the event that your dog becomes sick or injured during the day, actions will be taken as described in the Illness or Injury at the Salon section.

Dogs who stay with us for 3 hours or more will be walked and toileted during their stay.

If your dog requires feeding during the day, you will be required to supply the food in a container labelled with your dog's name and feeding instructions.

Data Protection

Bird Dog Grooming Ltd respects and complies with the EU General Data Protection Regulations (GDPR).

Some of the ways by which we do this include:

- Explaining what you're consenting to clearly in plain English, and ask that you explicitly consent to contact from us.
- Taking reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed
- Notifying affected users and the UK Information Commissioner's Office within 72 in the event of a data breach.
- Providing responses to written data requests within 30 days of the request being received.
- Holding and processing only the data absolutely necessary for the completion of our duties (data minimisation)
- Limiting the access to personal data to those needing to act out the processing.

This information we hold is used for the following purposes:

- to confirm/remind/arrange future bookings or arrangements
- to send invoices in respect of bookings or services
- to make contact in the event of an emergency whilst you or your pet is in our company/care
- to update you on your pets whilst you are away if requested (email/SMS as agreed)

Bird Dog Grooming Ltd reserves the right to move personal information to other services or systems, without notice to the client, which have been identified to benefit the service Bird Dog Grooming Ltd provides.

Bird Dog Grooming Ltd will keep client records for up to 7 years after the last service.

We will not sell or otherwise share the personal information of any client/prospective to any other organisation.

We will disclose your personal information if we are required by law to do so.

Should a client or prospective client have any comments or questions regarding the use and protection of their personal information by Bird Dog Grooming Ltd, they should contact Bird Dog Grooming Ltd in the first instance.

Use of Crates

Bird Dog Grooming Ltd offer both crate and crate-free options, depending on the needs of the individual dog and the owner's preference. We will discuss the options with you during your pre-service consultation.

There are benefits to both free to roam and crate use policies. Where crates are necessary for the safety and wellbeing of the dog, other dogs, or staff, they will be used for the shortest time possible. Dogs will not share a crate unless they are from the same family and has been requested by the owner.

Customer Satisfaction

Customer satisfaction is very important to us. If you are unhappy with our service and would like something adjusted, please notify us when you collect your pet after their groom and we will be happy to oblige.

If, after the groom is complete, there is anything about the groom that you would like altered, please advise your groomer accordingly before you leave the salon. We are never offended by timely requests to make minor changes, so please ask.

We strive for perfect service every time, however if you have a complaint please email details to hello@birddoggrooming.co.uk.

We aim to respond to all weekday queries within two hours. Any queries sent after 5pm on a Friday will be responded to the following Tuesday.

If your complaint is urgent, please call 020 7610 2674.

Customer Conduct

We expect all customers to treat our staff with courtesy and respect at all times. No member of staff should be required or feel obliged to deal with any customer either face-to-face, over the phone or in correspondence, who is exhibiting threatening, abusive or aggressive behaviour. In any of these circumstances a member of staff has the right to refuse to serve that customer and should refer the customer to their immediate supervisor.

Threatening behaviour is defined as, but not limited to, threats of violence to members of staff or any other person which is, for example; sexist, racist or homophobic; including intimidating language, swearing and/or aggressive body language.

Tips Policy

We are committed to the Code of Best Practice on Service Charges, Tips, and Gratuities.

Tips are not required or expected but are welcomed. All customer cash tips are kept by Bird Dog Grooming Ltd employees in full.

When tips are paid for by a credit card or debit card, we take a small 2.5% administration charge to cover bank fees, before distributing the remainder in full to our employees. This means for every £1 in tips given on a credit card, our teams will keep 97.5p and 2.5p will cover credit card fees and administrations costs.

All cash tips go to the staff. The amount available for staff in the salon is shared out through a system controlled by a staff representative.

I hereby confirm that I understand and agree to all points stated above.