



4 PAWS BOUTIQUE SPA

TERMS AND CONDITIONS / PRIVACY POLICY / PRICING

Dogs (Aug 2022)

Pet examinations

During the grooming process, great care is taken to ensure the health of your pet. We will examine your pet for lumps, bumps and skin conditions before and during the grooming session.

4 Paws Boutique Spa is not liable for any pre-existing conditions or problems found during grooming. We will inform you of anything we find and advise you if we think a visit to your vet may be necessary.

If your pet has any medical issues, please let us know so that we can take this into consideration when they visit the spa.

We are happy to use medicated shampoos or apply any products your vet has prescribed. We are also happy to give tablets or administer medication prescribed by your vet. Groomers are no longer permitted to empty anal glands and would advise a visit to the vets. As a result, we are no longer insured to carry out this service. We will pluck ears if needed unless the ear canal looks inflamed or infected in which case we would again advise a visit to the vets.

Pet Health

If your pet is unwell (e.g. vomiting, diarrhoea, kennel cough) let us know before your visit. This is for their own comfort and the safety of our other canine clients. Please advise our staff of any change in your dog's health or medical condition upon arrival so that we may update your pet's file.

Our insurance

We have full Public Liability Insurance. Further details are available on request.

De-matting Fur or Hair

We **will not** brush out any matting which may cause pain to your pet.

Matted fur or hair on your dog may result in us having to clip close to the skin. Removing a heavily matted coat increases the risk of nicks, cuts, or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture

near the pet's skin allowing mould, fungus or bacteria to grow, revealing skin irritations that existed prior to the grooming process.

After effects of matt removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions. Shaved pets are also prone to sunburn and should have sunscreen applied frequently or should be kept out of the sun until the hair grows sufficiently to protect the skin. It is our policy to de-mat a dog's coat only once in order to make the pet comfortable and to start re-building the coat. De-matting can be painful for your dog and unpleasant for both dog and groomer alike. After the de-matting process, you should be able to maintain the dog's coat between grooming appointments. 4 Paws Boutique Spa reserves the right to refuse grooming if your dog becomes heavily matted again after the initial de-matting.

Pets with heavy matting will have to be shaved. You agree that 4 Paws Boutique Spa will not be held responsible for any side effect this may cause.

You agree to pay all costs incurred in grooming the dog, including the extra cost of de-matting whether we are able to complete the work or not.

Fleas

Please note that pets with fleas cannot be groomed. If your dog has fleas, please treat them prior to visiting the Spa.

Should your pet have an infestation which is discovered after the groom has started there is a **flea surcharge of £20** for dogs. (This covers the cost of bathing your dog using an insecticidal shampoo and the costs of thoroughly cleansing and disinfecting the Spa).

Cancellations / Missed Appointments

In the event of missed appointments or no shows a charge of 100% of the grooming fee will be payable. If you do need to cancel, please notify us during office hours (our office working hours are Monday to Friday 9.00 - 17.00). If notice of cancellation is received less than one full working day before the appointed time, 100% of the grooming fee will be payable and if notice is received between one and two full working days prior to the appointed time, 50% of the grooming fee will be payable. If an appointment is made less than one working day in advance it will not be cancellable without payment of the full grooming fee.

Please call us if you need to change your booking. We will always try and fit in with you.

Our staff

Our number one priority is your pet's welfare. We all love animals and have many years of experience in their care and training. 4 Paws Boutique Spa reserves the right to refuse to groom aggressive or difficult dogs or those with behaviour problems. You must inform us if your pet is known to be aggressive or has ever bitten anyone. We are able to handle difficult pets, but only if we are aware and

prepared. If a dog is very traumatized or stressed about the grooming process, we will stop the service and recommend you speak with your vet about medication to help calm your pet so he can be groomed safely. If sedation is needed, we are happy to work alongside your vet. Please let us know ahead of time so we can coordinate the process.

Grooming procedures can sometimes be stressful, especially for a senior pet or a pet with health problems. Grooming may expose hidden medical conditions or aggravate existing ones during or after the grooming process. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress.

Helpful hints

Before you visit 4 Paws Boutique Spa, please allow your dog to go to the toilet. Although we realise accidents do happen, we like the dogs to feel relaxed in the spa.

Payment

We accept debit cards, all major credit cards. We no longer accept cash or cheques. **Payment is due at the time of visiting the Spa.** We do not offer credit accounts.

Data Protection

Client data will be handled in accordance with current GDPR Regulations and will not be shared with third parties.

Privacy Notice

4 Paws Boutique Spa Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy notice. We may change this policy from time to time and will update clients should we do so. This notice is effective from 1st August 2021.

What we collect

We may collect the following information:

- Name and Address of Customer
- Contact information including phone number and email address
- Address
- Pet's name, breed and age

What we do with the information we gather

We require certain information to be able to provide you with a better service, and to comply with current legislation.

We also use your information to send emails to you about new products, special offers or other information which we think you may find interesting as a pet owner, using the email address which you have provided.

We will not provide information we hold to any third party for any purpose. By submitting your personal information you consent to us using it in accordance with this policy.

If you wish us to amend information we hold about you, please call us on 0330 100 1033 or email us on cranleigh@4pawsboutiquespa.com

What if I don't want to hear from 4 Paws Boutique Spa

You can of course request that we stop contacting you at any time, however, this means you would miss out on information, access to news and events if we cannot contact you. You can also request that we remove any information we hold about you.

How we handle credit and debit card details

We do not hold or store, nor do we have access to, any credit or debit card details. Any such information is held securely by our payment processor.

Pricing

Our pricing is based on breed, hair length, coat condition, temperament, age and grooming history. Please be advised a surcharge will apply if your dog is matted, has fleas, or has not been groomed within the recommended grooming schedule for their breed. The prices below are a guide only. we can give you a more exact cost at your pre-treatment consultation.

Small Dogs

	Bath & blow dry spa	Bath & Tidy spa	Full Grooming spa
Bichon	£42	£47	£49 - 54
Cavapoo	£42	£47	£49 - 54
Westie	£42	£47	£49 - 54
Shihtzu	£42	£47	£49 - 54
Yorkie	£42	£47	£49 - 54
Mini Schnauzer	£42	£47	£49 - 54
JRT	£37	£42	£47
Pug/Frenchie	£37	£42	£47

Medium Dogs

	Bath & blow dry spa	Bath & tidy spa	Full Grooming spa
Spaniel	£42	£47	£49 - 54
Cockapoo	£47	£47 – 52	£52 - 57
Tibetan terrier	£47	£47 – 52	£52 - 57
Border collie	£47 - 52	£49 - 57	£52 - 57

Large Dogs

Labs/Boxer	£47
Retriever	£62 - 77
GSD	£62 - 87
Labradoodle	£62 – 87
Husky	£67 – 87
Golden doodle	£67 – 87

Extra Charges (all sizes)

Matting	£10 - 30
Difficult dogs	£10 – 20

Extra Spa Treatments

Mud Treatments	£50 (£25 if added to groom)
Ultrasonic Gentle Teeth Cleaning	£45 per session
Teeth gel/Breath freshener	£8
Spa Facial Scrub	£8
Nail clip only	£15
Paw Balm	£4
Anti Bacterial/Anti-itch Shampoo	£8

WE NO LONGER GROOM GIANT BREEDS

ALL PRICES INCLUDE VAT

4 Paws Boutique Spa is a trading name of 4 Paws Mobile Spa Ltd

Company number: 8261043

VAT Registration Number: 192 3353 08