



# 4 PAWS BOUTIQUE SPA

## TERMS AND CONDITIONS / PRIVACY POLICY / PRICING

### Dogs (Sept 2025)

#### **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 should this be necessary. As a result, we are no longer insured to carry out this service.

We will pluck ears if needed, as long as the ear canal doesn't look inflamed or infected in which case we would again advise a visit to your vet.

#### **Pet Health**

If your pet is unwell (e.g. vomiting, diarrhoea, kennel cough) please 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 or not we are able to complete the work.

## **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 £25** 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. The same charge will apply if there is any reason beyond our control which prevents us from completing the groom. 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.

We take a £20 deposit for each pet to secure the appointment. The deposit is non-refundable.

## **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 wellbeing. 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 they 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 co-ordinate 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.

If we need to stop the groom because the pet is too stressed or behaving too aggressively, the full grooming fee will still be payable.

## **Aggressive Pets**

If your pet bites or injures a member of 4 Paws' staff before, during or after their grooming appointment, you will be liable for any costs incurred by the company including any staff sick leave resulting from their injuries. Under UK law, the owner of a dog is responsible for their actions. Please let us know at the time of booking if your pet has any behavioural issues.

## 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.

## Appointments

Please let the groomer know on arrival how you would like your dog groomed (length, style etc.). At the end of the session the groomer will hand your pet back and ask if you are happy with the groom. If you would like anything changed, please let the groomer know at the time of the groom.

## Safety

Please make sure your dog's leads, harnesses and collars are secure and fitted correctly. They need to be secure to walk the dog to and from the salon.

## Recommended interval between grooming appointments

The interval between grooming appointments depends largely on how short you keep your dog's coat and how well your dog is brushed and cared for at home. Obviously, every dog is unique and if you would like some advice on the type of brushes to use at home or any other guidance on how to avoid your dog getting matts, please call us.

## Payment

We accept debit cards and all major credit cards. We no longer accept cheques or cash. We take card details over the phone at time of booking with a £20 **non-refundable** deposit per pet. We will not process the full payment until the groom has been completed. Your card details are stored on file securely by Square, our card services provider. We have no access to sensitive financial information.

## 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 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 1<sup>st</sup> 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](mailto: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. 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**

|                | <b>Bath &amp; blow dry spa</b> | <b>Bath &amp; Tidy spa</b> | <b>Full Grooming spa</b> |
|----------------|--------------------------------|----------------------------|--------------------------|
| Bichon         | £44                            | £51                        | £55 - 61                 |
| Cavapoo        | £44                            | £51                        | £55 - 61                 |
| Westie         | £44                            | £51                        | £55 - 61                 |
| Shihtzu        | £44                            | £51                        | £55 - 61                 |
| Yorkie         | £44                            | £51                        | £55 - 61                 |
| Mini Schnauzer | £44                            | £51                        | £55 - 61                 |
| JRT            | £39                            | £51                        | £49                      |
| Pug/Frenchie   | £39                            |                            |                          |

**Nail clips and ear cleans are complimentary with grooms.**

### **Medium Dogs**

|                 | <b>Bath &amp; blow dry spa</b> | <b>Bath &amp; tidy spa</b> | <b>Full Grooming spa</b> |
|-----------------|--------------------------------|----------------------------|--------------------------|
| Spaniel         | £46                            | £51                        | £55 - 61                 |
| Cockapoo        | £51                            | £51 – 56                   | £58 - 63                 |
| Tibetan terrier | £51                            | £51 – 56                   | £58 - 63                 |
| Border collie   | £51 - 56                       | £53 - 62                   | £58 - 63                 |

**Nail clips and ear cleans are complimentary with grooms.**

## **Large Dogs**

|               |          |
|---------------|----------|
| Labs/Boxer    | £51      |
| Retriever     | £68 - 83 |
| GSD           | £68 - 93 |
| Labradoodle   | £68 - 93 |
| Husky         | £73 - 93 |
| Golden doodle | £73 - 93 |

*Nail clips and ear cleans are complimentary with grooms.*

## **Extra Charges (all sizes)**

|                |                    |
|----------------|--------------------|
| Matting        | £10 – 30 per groom |
| Difficult dogs | £10 – 20 per groom |
| Overdue grooms | £20 – 30 per groom |

## **Extra Spa Treatments**

Mud Treatments £50 (£25 if added to groom)  
Ultrasonic Gentle Teeth Cleaning £45 per session  
Teeth gel/Breath freshener £10  
Spa Facial Scrub £10  
Nail clip only £20  
Paw Balm £8  
Anti Bacterial/Anti-itch Shampoo £11

**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**