



MUCKY PUPZ GROOMING SALON

Terms of Service

'A good groom is never cheap, and a cheap groom is never good!'



By using Mucky Pupz services, you, the client, confirm that you have read and understood the website at www.muckypupz.co.uk and agree to the terms of service as shown below.

Registration and New Clients

Before acceptance, prospective clients must visit Mucky Pupz premises for a tour of the facilities. This is by appointment only and is available only at weekends. This is an essential part of the registration process to ensure that Mucky Pupz is a good fit for the client's requirements and for Mucky Pupz to develop a rapport with prospective clients.

General

1. The client will inform Mucky Pupz of any characteristics of the dog that need to be known for safe handling and care. In addition, the client is responsible for informing Mucky Pupz of any new conditions or behaviours that have not previously been notified.
2. Mucky Pupz will not accept any dog listed under the 'Dangerous Dogs Act 1991'.
3. Mucky Pupz reserves the right to refuse a booking for any dog that we feel is not suitable for our services, including those who have previously been accepted and now deemed unsuitable.
4. Mucky Pupz reserves the right to withdraw our services immediately if the client engages in abusive or threatening behaviour.
5. Mucky Pupz will care for your dog in a caring and professional manner. However, Mucky Pupz cannot be held responsible for any loss, injury or death to an animal, either inside or outside of our premises whilst in our care, unless Mucky Pupz is proven to be negligent.
6. Mucky Pupz is fully licensed and insured to care for your dog and has Public Liability Insurance - all viewable on request.
7. The client acknowledges that styling is based on, or influenced by, personal feelings, tastes and opinions. As such, it may take several grooms before a mutually pleasing style is achieved.

Canine Accidents & Illness

1. The client is entirely responsible for any veterinary bills, however incurred, unless Mucky Pupz is proven to be negligent. We will make every effort to contact the client or their nominated contact. If the client is not available, Mucky Pupz reserves the right to consult with a Veterinary Surgeon and make decisions where necessary which are in the best interest of the dog.
2. Mucky Pupz will pay the client's insurance excess directly to the consulting veterinary surgeon, where necessary, to ensure that the dog receives immediate treatment.
3. In the absence of an insurance policy, Mucky Pupz will pay a maximum of £200 directly to the consulting veterinary surgeon to ensure that the dog receives immediate treatment. As paid to the veterinary surgeon, this amount will be invoiced to the client by Mucky Pupz and will become due immediately.
4. Invoices settled directly with the veterinary practice for treatment received on behalf of the client will be documented and invoiced by Mucky Pupz to the client and will fall due immediately.
5. Dogs should be up to date with all vaccinations, worming and flea treatments. Please note that 'Titre Tests' cannot be accepted as proof of immunity. The client will be required to provide evidence of vaccination prior to the provision of any services.
6. The dog should be in general good health, or details provided on 'check in'. Mucky Pupz cannot accept responsibility for any dog where medical details are not kept up to date.
7. Any dog showing symptoms of diarrhoea or vomiting should be kept away from Mucky Pupz for at least 48 hours after symptoms have ceased. Clients will need to collect their dog within 1 hour of notification, if they begin to show symptoms of diarrhoea or vomiting whilst at our premises.
8. Mucky Pupz maintains canine accident/illness/injury records and will notify the client of any conditions discovered during the grooming process.
9. Mucky Pupz will take care, so far as is practicable, that the dog is not a nuisance or danger to anyone, or any other animals, and that no harm comes to your dog.

Knots, Compacting, Matting & Pelting

Mucky Pupz will provide grooming services in a caring and compassionate manner. Compassion will always come before vanity, and the client acknowledges that where a dog's coat is in a poor condition, it may be necessary to shave the affected areas either partially or fully, to prevent unnecessary suffering.

1. Where a dog's coat is in a poor condition, the client will be required to sign a 'Disclaimer Form', before the service can continue.
2. A 'Grooming Plan' is available to you, taking into account the dog's coat type, lifestyle and requirements. *(Please see below).*
3. Regular appointments are necessary to ensure your dog stays in good condition, and to avoid the unnecessary costs & stress involved with the dematting process. In the absence of a 'Grooming Plan', you will be required to make an appointment for your dog's next groom on collecting your dog from our premises. *(Interim appointments are available if your dog's coat needs attention before your next groom).*
4. You will be advised of the best way to care for your dog's coat, including brushing, areas needing particular attention, and a recommended grooming frequency. Where dogs are regularly admitted for dematting, we may consider withdrawing our services until such time as a 'Grooming Plan' is followed.

Grooming Plans & Payments

1. Payment in full is required at the time of collection of your dog from our premises. *This does not apply for Grooming Plans.*
2. Grooming Plans are designed to provide worry free grooming services to clients, at a fixed monthly price. Dogs who are maintained regularly learn their grooming routine and accept it as part of life. The process is more enjoyable for both dog and groomer. *Each payment plan is for a minimum period of 12 months.*
3. Grooming Plans are calculated using the client's annual cost of grooming and with a 10% discount applied. The total cost is then spread evenly across a 12-month period, payable on 25th of each month.
4. The number of full grooms and other services included in the Grooming Plan, is dictated by the agreed grooming interval, coat type, lifestyle and maintenance the client is able to do at home. High maintenance coats require daily brushing, and the client commits to providing the appropriate level of care between grooms.
5. A dog on a Grooming Plan, will remain in good condition throughout the term. However, if a dog is admitted for compacting, dematting or pelting, despite being on a Grooming Plan, consideration will be given to shorter grooming intervals or the inclusion of additional services. Mucky Pupz reserves the right to withdraw their services if the advice provided is not followed.
6. Price increases will not be applied to Grooming Plans, and the agreed monthly charge will stand until the client's renewal date.
7. A 25% non-refundable deposit will be required at the time of booking an appointment for those clients who refuse a Grooming Plan. Missed appointments are a waste of resources, as we are unable to reallocate your appointment if you do not attend. If appointments are missed regularly, we may consider withdrawing our services.
8. We reserve the right to apply late payment charges to any invoice that is 30 days or more overdue. This will be charged at 10% of the outstanding balance, and applied to an increasing balance, once every 30 days. Any outstanding balances after 90 days will be passed to a debt collection agency.

Charges & Cancellations

1. Mucky Pupz requires one month's notice of cancellation of a Grooming Plan. Any future scheduled appointments will be cancelled.
2. Upon cancellation of a Grooming Plan, all discounts received since the start of the plan will be lost. The total cost of services received from inception to cancellation will be calculated along with the total sum of payments made to date. The difference will either fall due immediately to Mucky Pupz or immediately refunded to the client, whichever is applicable.
3. The client will provide Mucky Pupz with at least 24 hours' notice if they are unable to attend a scheduled appointment. The appointment will then be rescheduled at no further cost.
4. If the client does not provide at least 24 hours' notice of cancellation of a scheduled appointment, or the client fails to attend (no-show), the client acknowledges that the appointment is still chargeable. For clients on a

grooming plan, one grooming credit will be forfeited and will not be refunded. If services are required before the next scheduled appointment, these will be charged at the full rate applicable at the time and invoiced separately.

Personal Belongings

1. The client will supply suitable collars and tags, harnesses, leads and coats or accessories that the client wishes to be used. Mucky Pupz will take good care of these items, but all items are left entirely at the client's own risk.
2. Mucky Pupz provides adequate parking, free of charge, for all its' clients. Any vehicle left on the premises, is done so entirely at the client's own risk. Mucky Pupz accepts no responsibility for any damages or losses whilst the vehicle is on the premises.

Health & Safety

1. No children under the age of 10 are allowed on the premises for health and safety reasons. Any children that do attend with a client or visitor, must always stay in the vehicle.
2. Mucky Pupz provides clients with an opportunity to see all dogs playing outside when arriving on the premises. Mucky Pupz asks that all clients remain at a safe distance away from fenced areas and do not attempt to touch, feed or engage with any of the dogs onsite. Any unfamiliar interaction can be unsettling for the dogs and may cause the pack to become unstable. Mucky Pupz has a duty to keep all dogs in their care, safe and free from unnecessary stress and this includes the avoidance of any risks associated with interactions with strangers.
3. Clients acknowledge that any unauthorised interaction with dogs onsite, is entirely at their own risk and neither Mucky Pupz nor the registered clients of Mucky Pupz, accept any responsibility for any injury that a client may sustain from a dog attending Mucky Pupz daycare services.
4. Mucky Pupz reserves the right to withdraw services immediately from any client who does not observe the above rules.
5. Food Safety Warning - Mucky Pupz provides food and treats for dogs that may contain nuts or tree nut products.
6. Clients are advised to inform Mucky Pupz of any known nut allergies so that precautions may be taken where possible, however clients acknowledge that any food or treats provided to either the client or to their dog, cannot be guaranteed as nut-free due to restrictions in the production process.

Privacy & Confidentiality

1. Client confidentiality will be maintained at all times. Client details will be kept private and will never be used for any purpose other than caring for a client's dog.
2. It may be necessary to pass the client's personal details to a third-party to ensure that appropriate or emergency care can be provided to the client's dog when required. Permission will always be obtained where possible, however in an emergency, the client acknowledges that any information shared will be for the purposes of caring for their dog only.
3. Mucky Pupz utilises social media and posts images and status updates of the dogs in Mucky Pupz care. The client's permission is always sought beforehand. However, if any posts are deemed inappropriate, Mucky Pupz will remove them immediately upon contact from the client.

Our business is continually evolving and as such we reserve the right to change our Terms of Service where necessary. It is your responsibility to ensure that you are up to date with all of our Terms of Service. We will, however, notify you of any material changes.