



## Terms and Conditions

Thank you for choosing Royal Paws to groom your four-legged friend. Please take a moment to read the terms and conditions that help us run our stress-free mobile service.

- 1 **Cancellation notice.** We appreciate 24 hours' notice if you need to cancel your appointment. Failure to turn up without prior notification results in a small charge of R100.00 per dog to cover staff and fuel costs and advance payment to secure your next appointment.
- 2 **Hygiene and vaccinations.** Royal Paws ensures a sterile and hygienic environment prior to every grooming session. It is however the responsibility of you, the owner, to ensure that all vaccinations and deworming are up to date prior to booking a grooming session. We cannot and will not be held responsible for the transfer of any disease and or illness.
- 3 **Matted Coats.** We have a non de-matting policy, in compliance with Animal Protection Act no 71 of 1962) we believe that all animals are to be protected from pain, injury, suffering and disease. Attempting to brush out heavy matting would lead to a great deal of discomfort for a dog. Instead we will at all times advise clipping to remove the matted and damaged coat. If your pet has become matted, we require your permission to clip before we begin the groom. Where pets are heavily matted, please note an extra charge will apply (see website Price list). We reserve the right to reschedule these appointments if the grooming process is going to take longer than initially thought.
- 4 **Flea Policy.** Your groomer will check for fleas during the pre-groom process, and will advise you if your dog needs to be treated. Any dog found to have fleas will go straight into a flea-bath with special shampoo to remove the fleas and you will be charged R20.00. You will be advised to treat your pet and your home environment to eradicate the problem.
- 5 **Sedated dogs.** We do not accept dogs that are under sedation for grooming under any circumstances.
- 6 **Pregnant dogs.** Yay you'll soon have pups. Whilst every care is taken with every dog, bitches that are pregnant are accepted for grooming at the owner's risk, please advise us if you have knowledge or suspect pregnancy.
- 7 **Challenging behaviour.** Some dogs may require a longer appointment time or a split appointment, due to excessively nervous or challenging behaviour. We will advise the owner of any alteration in charges before we begin.
- 8 **Aggressive dogs.** While we have a great deal of experience and success in the grooming of difficult dogs, we reserve the right to halt the grooming process should a dog become aggressive to the point of being a danger to staff or to his or herself. Full or part of the grooming charge may apply.
- 9 **Pre-existing conditions.** Your groomer may uncover evidence of a health issue while grooming your pet and will always advise you of any further recommended actions i.e. visit to the vet, dietary requirements etc. or if your pet seems unwell we will not allow the grooming to commence. Please ensure that you've notified us of any old age, heart conditions, skin allergies, sore hips/bones before the groom so that we can exercise extreme caution.

- 10 **Styling.** We groom each dog to the owner's specifications, as far as the dog will tolerate and the coat condition and type allows. We will always place a dog's welfare, safety and peace of mind above adherence to a particular style. In case of being unable for any reason to groom to the exact style wished by the owner, we will endeavour to contact the owner and agree upon a suitable alternative style.
- 11 **Punctuality.** We reserve the right to turn away clients that are over 30 minutes late for their appointment. At the same time, we will adhere to our best ability to the time agreed upon, however we deal with many variable factors (challenging dogs, traffic) to the best of our ability we will advise if we do run behind because of this.
- 12 **Now you see me.** In certain instances, dogs get excited if owners are visible, once your dog sees you and naturally starts to get excited, your groomer may have to consider the groom finished, for safety reasons or ask you to move out of sight.
- 13 **Mutual respect.** Our groomers work extremely hard, and care for each dog as if they were their own. Any abusive language or behaviour towards our staff will not be tolerated.
- 14 **Grooming specifications.** We will groom your pet to your specifications, which will be discussed in the pre-groom consultation. We also have a styling book with the groomers if you aren't sure. If you are leaving your pet with a friend, domestic or family member, please send written instructions or give us a quick call to confirm your requirement. This eliminates any confusion which can occur when receiving a client's wishes 'second hand'. If you book your appointments online, you can leave your instructions in the box available, in as much detail as you wish. We always read through a clients recorded notes prior to the groom.
- 15 **Photographs.** We take photos of each dog before during and after the groom, which we keep on file to assist us in future grooms. We may use some photos in advertising our service and/or post to our social media sites. Most clients enjoy seeing their pet featured. Please let us know beforehand if you do not wish your pet's photos to be made public.
- 16 **Pet Records.** Please provide a thorough account of any health issues, allergies or behavioural challenges appertaining to your dog. These notes are very valuable to us to give us a clear picture of the background before we begin to groom.
- 17 **Alterations.** If, after the groom is complete, there is anything about the groom that you would like altered, please advise your groomer accordingly before they leave. We are never offended by timely requests to make minor changes, so please ask.
- 18 **Complaints.** We only accept complaints within 8 hours of the groom taking place, anything later will be charged as per usual. We will do our best to rectify it as soon as possible.
- 19 **Safety.** Dog and cat safety is our number one priority, however when dealing with jumpy dogs and sharp objects accidents unfortunately can sometimes happen (sometimes the groomer gets hurt and other times the dog). In the event of an accident happening we will do our best to ensure your dog is taken care of (i.e. taken to the vet etc.) and receives the help it needs. Our groomers are trained and experienced and vetted very carefully. Our vans are designed with safety in mind however, please be aware of this risk when using any groomer. Royal Paws cannot be held liable for any loss or injury. Owners need to be aware of risks associated with grooming and accept these as part of the conditions prior to treatment.
- 20 **Data Protection.** Please refer to our Privacy Policy. Any information captured on our site will never intentionally be distributed to third parties. Royal Paws will always send a reminder sms before a visit. Please query if you have an appointment and have not received it yet.
- 21 **Tipping your groomer.** Tips are never expected – but always appreciated.