



Terms & Conditions

**Doggies Grooming Ltd ("Doggies Grooming") a company registered
in England and Wales (company number 15247558)
Registered address: 12 Crown Lane, Chislehurst, BR7 5PL**

TERMS & CONDITIONS ("The Contract")

1. By a) enrolling a dog with or b) permitting a dog to attend or c) accepting the services of Doggies Grooming, the client is deemed to have accepted these Terms and Conditions.
2. Whilst your dog is in the care of Doggies Grooming every effort will be made to ensure your dog is kept safe. Doggies Grooming may act in the client's absence as guardian of their dog and may perform or take any action which they deem necessary in order to protect and keep the client's dog in good health.
3. The client confirms they have informed us of all their health concerns and that their dog is fit and healthy to be groomed.
4. The client confirms their dog has no previous record of aggressive or anti-social behaviour and has made a full disclosure of any characteristics and/or traits that might make their dog unsuitable for grooming.
5. The client understands that the utmost safety and care is given to their dog and that it is possible for cuts or grazes to occur during the groom and are accepted at the client's risk.
6. We will discuss the client's requirements and the grooming style of their breed before a groom is carried out and the client understands and agrees that these styles may vary due to length, texture and condition of the hair.
7. If a dog is overly tangled and is required to be clipped for the welfare of the dog then the client will be contacted to obtain consent.
8. The client agrees to ensure their dog will be kept up to date on all vaccinations, de-worming and de-fleaing.

9. If fleas are found on a dog, the client will be notified immediately and with the client's consent a treatment will be applied. If the client does not wish for a treatment to be applied the groom will not be carried out and the client will still be charged for the full service.

10. All dogs are required to wear collars with a name tag that includes the owner's emergency contact details.

11. We withhold the right to use a muzzle, if we deem it necessary.

12. In the event of exceptional circumstances and to maintain the safety of dog(s) and/or human(s), crates may be used when required. The client consents to their dog being placed in a crate for a limited time in appropriate circumstances.

13. The client agreed to cover costs in relation to any damages or injuries caused by their dog whilst being groomed.

14. Should the clients' dog display aggression or bad behaviours towards our grooming staff and it is deemed unsuitable by Doggies Grooming, Doggies Grooming reserves the right to cancel the membership indefinitely, with immediate effect.

15. The client provides consent for their dog's image to be used in photo or video format on Doggies Grooming promotional material and social media or in any format that Doggies Grooming considers appropriate.

Membership and Payment Terms

16.1. Doggies Grooming has 4 fixed monthly membership types - Premium, Full Groom, Wash & Dry and Essential – and the client agrees to pay a fixed monthly membership fee for services within the selected membership type.

16.2. The payment for the contracted monthly membership will be debited on the 1st of every month or the next available working day after the 1st from the most up to date credit or debit bank card stored securely on the Collar App Payment Software. It is the client's responsibility to ensure the correct card details are provided and kept up to date on the Collar App Payment Software via the Collar Customer Portal. The monthly debited payment will pay for services provided in that month or contribute should it be a membership with a bi-monthly service. If the client fails to make any payment due to Doggies Grooming under the contract by the due date for payment, Doggies Grooming will have the discretion to charge the client interest on the overdue amount at a rate of 10%p.a. above Bank of England Base Rate. Such interest shall accrue on a daily basis from the due date until actual payment of the overdue amount.

16.3. The client shall pay all amounts due under the Contract in full without any set-off, counterclaim, deduction or withholding (except for any deduction or withholding required by law).

Doggies Grooming may at any time, without limiting its other rights or remedies, set off any amount owing to it by the client against any amount payable by Doggies Grooming to the client.

16.4. Doggies Grooming requires one month's notice of cancellation of this contract. The client agrees to provide such notice or pay the amount that would be due during this notice period. The client may cancel with notice at any time; there is no minimum term of contract.

16.5. Doggies Grooming shall reserve the right to terminate the contract with immediate effect.

16.6. The client will not receive a refund for any paid membership should the contract be terminated with immediate effect by Doggies Grooming.

Limitations of Liability

17.1 Whilst we take every reasonable precaution to prevent it, we will not accept any responsibility for any loss, injury, death or illness suffered by your dog in our care, except to the extent that we are unable to limit or exclude our liability by law.

17.2. The client agrees they are able to insure their dog under a pet insurance policy.

17.3. The client will take responsibility for any costs which may be incurred, by either veterinary or other, as a result of any damage, accident, or sickness caused to or by their dog and will pay any such costs or expenses on demand.

17.4. Doggies Grooming's total liability to the client, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract shall be limited to £1,000 or the total fees paid under the Contract, whichever is lower.

17.5. This clause 18 shall survive termination of the Contract.