



SWDG Terms and Conditions

At SWDG your pets welfare is always our priority. Due to this there may be instances where we will not be able to service your pet, eg your dog is unable to stand or too stressed. We will always make you aware if this is the case. It is the owners responsibility to ensure their pet is well enough to be groomed. Grooming of elderly and unwell dogs is entirely at the owners risk and SWDG can not be held liable for any issues which may arise in this situation.

Grooming sessions may expose skin, health, mobility or other health issues, which SWDG can not be held liable for. We always advise that you contact your vet in this situation. In any situation which your pet falls ill in our care, we may contact a vet. Owners are liable for all costs incurred, unless it can be proved that SWDG are solely responsible.

All clients must fill in a Client Registration form upon their first appointment. By filling out this form you agree to our terms and conditions. It is important that you update us on any changes to this information, in order for us to deliver the best possible service. Your information will be stored in line with GDPR regulations and is available for you to view upon request.

We will not share your information with other companies, however we will contact you by phone, text or email for marketing purposes and to confirm your appointment. We may also use images or videos of your pet on our website, marketing materials and social media pages. Please let us know if you wish to opt out of these services.

New clients will be required to pay a **£30** deposit to secure their appointment. Upon completion of services this amount will be deducted from the final total. We operate on a 24 hour cancellation policy. Any appointment cancelled less than 24 hours before commencement will have their deposit forfeited. In the event that a current client cancels less than 24 hours before an appointment they will be required to pay a **£30** deposit to secure their next appointment.

Arriving over 15 minutes late to an appointment will be classed as a no show and the deposit will be forfeited. We will always give you adequate notice to collect your pet. In instances where pets are collected more than 30 minutes past collection time, owners will be subject to a **£10** fee per 30 minutes.

It is the owners responsibility to ensure their pet is vaccinated and up to date on flea and worming treatment. SWDG will not be held liable for any illness or parasite which may

appear after grooming sessions. Any pet with fleas will be charged a **£10** fee. This is to treat your pet with flea shampoo and to sanitise the salon for the safety of other clients. In this instance we advise that often flea shampoo is not enough to rid the pet of parasites and the home environment/other pets in the home must also be treated by veterinary standard products.

Payments can be made via cash and major credit/debit cards (we do not accept Amex). Payments must be made upon collection of your pet.