

4 Paws Boutique Spa

TERMS AND CONDITIONS / PRIVACY POLICY / PRICING INFORMATION

Dogs and Cats (May 2021)

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 are 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 account 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, unless the ear canal looks inflamed or infected in which case we would again advise a visit to the vets.

Pet Health

If your pet is unwell (e.g. vomiting, diarrhoea, kennel cough) let us know before your visit. This is both for their own comfort and the safety of our other canine clients. Please advise our staff of any change in your pet's health or medical condition upon arrival so that we may update their file.

Our insurance

We have full Public Liability Insurance. Full details are available on request.

De-matting Fur or Hair

We **will not** brush out matting as it may cause pain to your pet.

Matted fur or hair on your dog or cat may result in us having to clip close to the skin. Removing a heavily matted coat includes a 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 sun screen 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 effects this may have.

You agree to pay all costs for grooming the dog or cat, including the extra cost of de-matting (we charge £15 extra for matted dogs) whether or not we are able to complete the work.

Fleas

Please note that pets with fleas cannot be accepted. If your pet has fleas, please treat them prior to visiting the Spa.

Should your pet have an infestation which is discovered after the groom has started a **flea surcharge of £10** will apply. (This covers the cost of bathing your pet using an insecticidal shampoo and the thorough cleansing and disinfecting of the Spa).

Cancellations and Missed Appointments

In the event of missed appointments or no shows a charge of 100% of the grooming fee will be payable. If you do need to cancel, please notify us during office hours (our working days are Monday to Saturday 09.00 - 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.

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 training. 4 Paws Boutique Spa reserves the right to refuse to groom aggressive or difficult pets or those with behaviour problems. You must agree to 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 to your vet about medication to help calm them so that 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.

Helpful hints

Before you visit the Spa please allow your dog to go to the toilet. Although we realise accidents do happen, we like 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 dog back and ask if you are happy with the groom. If you would like anything changed please let the groomer know at the time.

Payment

We accept debit cards and all major credit cards. We no longer accept cheques or cash. We take card details at time of booking but do not process payment until after the groom.

Data Protection

Client data will be treated 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 it do so. This notice is effective from 4th May 2021.

What We Collect

We may collect the following information:

- Name and Address of Customer.
- Contact information (including phone number and email address).
- Address where we need to groom the pet.
- Pet details including name, breed and age.

What we do with the information we gather

We require the information to be able to manage your booking and provide you with a high-quality service and also for the following reasons:

- Internal record keeping.
- To allow us to periodically send promotional emails 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 your information to any third party for any purpose. By submitting your personal information to us you consent to us using your personal information for the reasons outlined above.

If you wish us to amend any information we hold about you, please contact us on 0330 100 1033 or email us at 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 will miss out on information and access to news and events if we do not contact you.

Pricing structure - DOGS

Depending on your dog's size, coat condition and behaviour here is a guide to our pricing.

We charge extra for matted coats and for dogs which are difficult to groom.

Matting	£5 - 20 extra per groom
Difficult dogs	£10 - 20 extra per groom

Small dogs	Bath, nail clip, ear clean	Haircut, bath, nail clip, ear clean
bichon	£42	£47 - 52
westie	£42	£47 - 52
cavapoo	£42	£47 - 52
shihtzu	£42	£47 - 52
border terrier	£42	£47 - 52
yorkie	£42	£47 - 52
mini schnauzer	£42	£47 - 52
jrt	£40	£45 - 50

Medium dogs	Bath, nail clip, ear clean	Haircut, bath, nail clip, ear clean
spaniel	£42 - 45	£47 - 52
cockapoo	£42 - 45	£50 - 55
tibetan terrier	£42 - 45	£50 - 55
border collie	£45 - 50	£50 - 55

Large dogs Deshedding / haircut, bath, nail clip, ear clean

labs / boxer	£45
retriever	£60 - 75
gsd	£60 - 85
labradoodle	£60 - 85
samoyed	£65 - 85

WE NO LONGER GROOM GIANT BREED DOGS. ALL PRICES INCLUDE VAT

Extra Spa Treatments

We offer the following treatments in addition to the regular spa service:

Paw Balm £2

Conditions and protects the pads and elbows from chaffing and drying out

Spa Facial Scrub £5

A natural exfoliator of oatmeal and Blueberry, helping to remove dirt and tear stains

Flea Treatment Flea £5

Using flea-repellent shampoo

Dental Hygiene £5

Teeth clean / Breath freshener Helps to reduce plaque and tartar (one off treatment)

Anti Bacterial / Anti -Itch Shampoo £5

4 Paws Mobile Spa Ltd trading as 4 Paws Boutique Spa

Company number: 08261043

VAT no: 192 3353 08