

VANITY FUR

TERMS AND CONDITIONS

We ask all of our customers to fill out our New Customer Form regarding their pet's details, any health concerns they may have and your contact details. All details are confidential and will not be shared with any third party. All information required is to help us to maintain the health and welfare of your pet whilst in our care. After every groom we will provide you with feedback, you can ask any questions you may have or changes you require before you leave.

We give a quotation of the cost of the services you require, but you should be aware that some factors can cause the price to increase, these are hard to determine before the groom: Matted Coats that require clipping/Aggressive, nervous or anxious dogs will require a longer appointment. These types of grooms may take a longer appointment and may require an extra slot resulting in a price increase. We aim to keep the costs down as much as possible and will inform you of any changes as soon as possible.

We work on an appointment schedule only and the slot you book is allocated to you. If you are late this may result in over-running into the next appointment slot, we reserve the right to refuse our services if we feel that we cannot complete the agreed upon services in the remaining time, without overlapping into another customers appointment. Any missed or late appointments may result in a charge due to loss of earnings, please try and keep to your appointment or re-book as this will free up slots for other customers. If your pet is collected after our closing time, there will also be a waiting fee of £10 per hour which will be paid on collection.

Each appointment will be given a time frame and collection time, we will inform you of any changes that occur. Please try and keep to your collection time, we ask that you do not arrive early as this disrupts your pet while being groomed, they will get excited to see you and it will make our job harder. We understand that unforeseen circumstances can arise at any time, please contact us so that we can cancel or re-book your appointment. We ask that you contact us at least 24 hours prior to your appointment so that we may advertise the appointment to other customers.