



Terms and Conditions

Pricing

I will always give an estimated quote on request, but this could change upon arrival and/or throughout the groom. However I will confirm the update on pricing before work is undertaken. Pricing is dependent on the breed, size, behaviour, coat condition of your dog and how long your dog takes me to groom depending on hairstyle.

Cancellation Policy

I understand that clients may need to cancel or rearrange appointments, should you need to do this, please could you give at least 24hours notice or 50% of the groom price will be charged.

Matting

Due to the animal welfare act and my own mind, when a dog is matted I will have to clip these matts out, rather than constant brushing which can cause damage the hair follicles and brush burn to the dogs skin.

Serious cases of matting may require an extra charge, as it will cause extra strain on my equipment, the groom will take a longer time and has a much higher risk of unfortunately catching the skin.

Once matting is clipped off, your dog may develop 'clipper rash' which is where the skin has been in contact with clippers in the same spot for a longer period of time. Unfortunately in most cases of serious matting this cannot be prevented, therefore I would not be liable if this were to happen.

When matting is extreme on the ears it may develop 'haematoma'. This is where the blood supply is unable to reach the ends of the ears due to the matting being so tight. When this matting is clipped off, there is a sudden rush of blood that flows to the rest of the ear, this sometimes prompts the blood to seep out of the end of the vessels (ends of the ear).

Fleas

Depending on the severity of the fleas, an extra charge will be added to the groom price due to having to use flea shampoo on all of my other clients and having to flea the entire salon.

Health Conditions

Dogs that I am grooming should be fit and healthy. Grooming the sick or elderly is completely at the owners risk, grooming may expose underlying skin or health problems that I cannot be liable for.

Unvaccinated and untreated dogs (for fleas, ticks and worms) are left at the owners risk.

Pregnant dogs are not accepted to be groomed by me at Coopers Cuts.

Social Media

I may use photos/videos of client's dogs to post on my online social media accounts and for marketing, but will request permission to do so before posting.