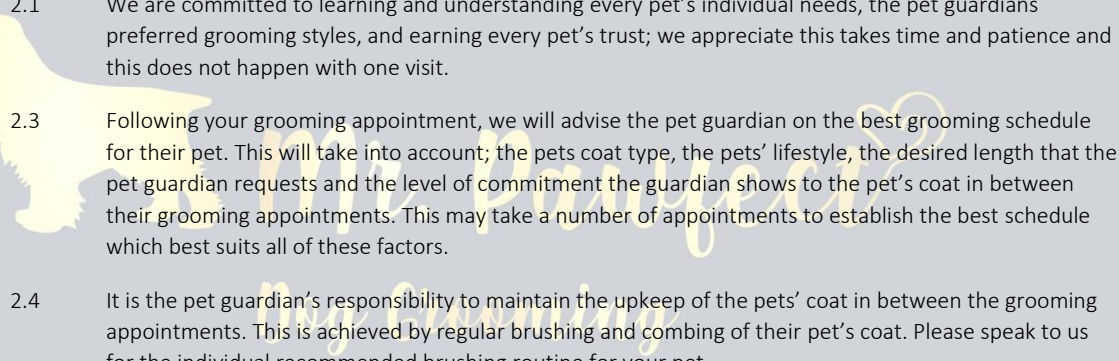


Terms of Service V.1

1. Pets Health and Welfare

- 1.1 It is the pet guardian's responsibility to ensure that their pet is fit and healthy, we must be notified of any pre-existing health conditions pets may have prior to appointment.
- 1.2 Whilst pets are in our care, its health, safety and welfare are our primary concern.
- 1.3 Grooming may expose underlining skin or health conditions which pet guardians may not be aware of. We will notify the pet guardians to this so veterinary advice can be sought. We cannot be held liable for any pre-existing health conditions found on pets.
- 1.4 Although extremely unlikely, accidents can happen during grooming; sometimes pets can move quickly during grooming, when working with sharp scissors and clippers, there is always a possibility even if every effort was made to ensure this does not happen. Any known injuries will always be reported to the pet guardian.
- 1.5 In the event of an accident or serious medical condition arising during pets grooming session, the pet guardian will authorise us to seek emergency veterinary attention; all costs in connection to this will be at the pet guardian's expense.
- 1.6 If the pet guardian suspects their pet has, or has been diagnosed with Kennel Cough. The pet guardian must inform us immediately and all appointments will be cancelled until the pet(s) are fully recovered.
- 1.7 We will not accept any pet from a household where kennel cough is suspected or confirmed. This includes pets from a multi pet household who are not showing symptoms of kennel cough.

2. Grooming Schedules

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- 2.1 We are committed to learning and understanding every pet's individual needs, the pet guardians preferred grooming styles, and earning every pet's trust; we appreciate this takes time and patience and this does not happen with one visit.
 - 2.3 Following your grooming appointment, we will advise the pet guardian on the best grooming schedule for their pet. This will take into account; the pets coat type, the pets' lifestyle, the desired length that the pet guardian requests and the level of commitment the guardian shows to the pet's coat in between their grooming appointments. This may take a number of appointments to establish the best schedule which best suits all of these factors.
 - 2.4 It is the pet guardian's responsibility to maintain the upkeep of the pets' coat in between the grooming appointments. This is achieved by regular brushing and combing of their pet's coat. Please speak to us for the individual recommended brushing routine for your pet.

3. Cancelling A Pets Appointment

- 3.1 We respectfully request a minimum of 1 days' notice if the pet guardian needs to cancel their grooming appointment (e.g. if an appointment is scheduled for Tuesday 4th, contact must be made with the salon by 9am on Monday 3rd at the latest). If contact was made out of working hours, providing the contact was prior to the one-day notice period, this will be honoured. This is to be able to offer your appointment to another client waiting.
- 3.2 A free reminder text will be sent to the contact number held on file the day before all appointments. It's the Pets guardian who is responsible for remembering the appointment time and date regardless of receiving a reminder text or not.

4. No-Shows (Missed Appointments) & Late Cancellations (Of Less than 1 Days' Notice)

- 4.1 If you are a new client of ours and you do not attend or cancel within your 1 days' notice on your first visit, unfortunately you will not be invited back to use our services and any non-refundable booking fee will be forfeited.
- 4.2 If you are a regular client who do not attend their appointment or cancel within the 1 days' notice, 100% of the missed groom fee will be due before any future appointments can be made.
- 4.3 For regular clients who do not attend their appointment or cancel within the 1 day notice period required on a second occasion, 100% of the missed groom fee will be due prior to rebooking **See item 4.2** and the client will be required to pay in advance for any future appointments.

- 4.4 If the client does not attend a pre-paid appointment or cancels the appointment within the 1 day notice period required, all monies will be forfeited by the client and will result in discontinuation of all future services at Mr.Pawfect.

5. Appointment and Time Keeping

- 5.1 Pet guardians must be on time for their appointments and they must ensure that they are contactable and in close proximity for the duration of their pets' appointment.
- 5.2 If a third party is dropping off and collecting the pet for their appointment, it is the pet guardian's responsibility to inform the third party of the appointment times.
- 5.3 We operate strictly by appointment only.
- 5.6 Failure to arrive within 10 minutes of the scheduled appointment time, will be considered a missed appointment and we will not be able to accept your pet into the salon. **See item 4.1, 4.2, 4.3.** Your appointment will need to be reschedule to our next available appointment.
- 5.7 We will always text the number we hold on file before the pet is ready for collection with a collection time. We request that you are on time to collect your pet. An additional £5 charge will be added per every 15mins after the advised collection time.

6. Aggressive & Poorly Socialised Dogs: The Dangerous Dogs Act

- 6.1 It is your responsibility as the pet guardian to inform us if your pet has bitten, attempted to bite or shown any signs of aggression to *any* other person before. Failure to disclose this information may result in refusal of further services.
- 6.2 We reserve the right to refuse to groom any pet at risk of harming itself or our staff.
- 6.3 If your pet shows any signs of aggression during their groom, we may fit a muzzle to your pet to keep them and us safe. We will always advise the pet guardian upon collection and remind them of the Dangerous Dogs Act. It is then the guardian's responsibility to inform any other pet professionals in the future of their pets potential behaviour.
- 6.5 We will not accept pets that have been sedated.

7. Payments and fees

- 7.1 All payments must be made before leaving the premises. We accept cash, cards & Apple Pay.
- 7.2 If during the groom it becomes evident that due to matting, we have to shave your pet down. An additional de-matting fee may be applied to your groom charge. This will be advised to the pet guardian prior to any work taking place and will be payable upon collection.
- 7.3 Late collection fees **See item 5.7** will be added to your total fee upon collection.

8. Slander

- 8.1 Under the Malicious Communications Act 1988 Section 1, Mr. Pawfect will not accept nor tolerate any harassment, slander, malicious falsehood or defamation via social media outlets relating to a groom due to coats that have not been maintained at home (matted coats), nor communication.
- 8.2 If pet guardians are unsatisfied with their service, we invite them to contact us at the earliest opportunity, ideally within 2 days of their appointment and we will try our best to resolve the issue.
- 8.3 Mr. Pawfect reserves the right to refuse service to anyone who repeatedly brings in neglected pets or is verbally or physically abusive to anyone on the premises, this includes their own pets.

10. Pregnant Dogs

- 10.1 If you believe or know your dog is pregnant, please inform us immediately and we will cancel your appointment. We will refuse to groom any dog who is suspected to be pregnant. If the pet guardian suspects or knows their dog is pregnant and does not inform us prior to the groom, this is at the pet

guardians' risk and we at Mr. Pawfect accept no liability for any damage that may be caused to the dog or the unborn litter.

11. Matted and Neglected dogs

- 11.1 As per our matted dog policy on our website. Any dog with severe matting will be shaved short to relieve them of any pain and discomfort.
- 11.2 The pet guardian will be required to sign our Matted Dog Policy form before they leave their pet with us.
- 11.3 At times, the severity of the matting may not be evident until the pet is in the bath and being dried. In these circumstances, photographic evidence will be sent to the pet guardian along with our recommendation to shave the coat off. We will require a text back authorising us to remove the pet's coat before any shaving takes place.
- 11.4 If the pet guardian refuses to have the matted coat shaved off and relieve their pet of any pain and discomfort. They are required to collect their pet immediately and will be charged for the price of a full groom as we will be unable to offer their appointment slot to another client at such short notice.

12. Our Commitment

- 12.1 We are fully insured and are City & Guilds Qualified in Dog Grooming
- 12.2 Our salon is fully heated and air conditioned. However, if we feel that the temperature within the salon is unsafe for your pets during the hot summer months, we may cancel their appointments at short notice and rebook for when it is safe to do so. This is at no extra cost to the client.
- 12.3 Our priority is the welfare of the pets in our care. Their priority comes before what our, or the pet guardian requests are. If, in our professional opinion, we believe that your pet is stressed or suffering in anyway we will advise the pet guardian of this along with our recommendations.
- 12.4 We take salon hygiene very seriously and the salon cleanliness is well maintained throughout the day along with a full clean at the end of each day. All scissors and blades are cleaned and sterilised between each pet to reduce the risk of cross contamination between pets.

By signing/acknowledging the above I confirm that I have read, understood, and agree to the Terms of Service as set out by Mr. Pawfect Ltd. I accept that the Terms of Service apply to all services rendered by Mr. Pawfect Ltd. If you are not the registered owner of the pet, you are signing/acknowledging on behalf of the owner who agrees to the above terms.