Clippin' Canines T&Cs

Late drop-off policy: Please ensure you arrive for your grooming appointment on time. If you are more than 15 minutes late, the groomer reserves the right to refuse the groom and reschedule.

No-shows/same-day cancellations: If you do not show up on time for your appointment (within the 15 minute window) and we don't hear any correspondence from you, this may be marked as a no-call no-show and 50% of the groom must be paid in order to rebook. A deposit may be required for future appointments if you wish to reschedule. This fee applies to same-day cancellations (within 24 hours of your appointment). This is entirely at the groomers discretion.

Repeated no-shows: 3 no-shows (failure to attend your appointment without cancelling with 24hr notice) under a 6 month period and your pet will be removed from our books.

Text reminders: We use a Goldie booking system to arrange our grooming appointments and to send reminder texts. If for any reason a text reminder is not sent to you, and you miss your appointment, you will lose your deposit and it will be counted as a no-call no-show on your profile. Our reminder system is merely for convenience and should not be relied upon, in case of technical issues or personal info changes (like phone numbers). To avoid these situations, please make note of your appointments in your personal calendar.

Dogs with infectious diseases/open wounds: We reserve the right to groom dogs with any infectious disease or open wounds, as to prevent infections to other dogs and people. If a wound/disease symptoms are discovered during a groom, we will notify you and your pet will be sent home. Prices incurred to that point must be paid.

Injuries during grooming: If your pet received any injuries during the grooming process please ensure they are brought to the vet in a reasonable time frame (up to 5 days) if you would like to receive compensation. If injuries worsen due to owner neglect we will no longer be liable for them.

Third Party Drop-off/Collection: We recommend the owner of the dog is available for a consultation for the first grooming session. If you are the owner of the dog attending a grooming session and you are unavailable to carry out a Drop-off consultation, this can affect your dogs groom as we can only go by what your third party tells us. To avoid disappointment, always be sure you are available to attend your dogs first groom so we can get an accurate idea of how you want your dog to look. It also lets us address any issues you have with the groom to improve the dogs next session.

Customer Satisfaction: If you are unhappy with the groom provided, please let us know within 72 hours of the groom and we will re-book you to rectify the groom free of charge. If you contact us outside this 3-day window, any issues will be fixed during the dog's next groom.

Toileting fee: If your dog has one or more “accidents” while being worked on, the groomer reserves the right to charge a £3-£5 clean-up fee. To prevent this fee, make sure your dog has been fully toileted before their groom.

Difficult grooms: if a dog proves hard to handle, this can affect the final look of the groom. If a dog has uneven or blotchy fur (like bald patches, very textured fur, shaved spots from vet appointments or home grooming) this can also affect the final outcome of the groom. As an owner, you are aware the groom may not look absolutely perfect despite the groomers best efforts.

Senior/Vulnerable dogs: Grooming of an elderly pet or those with any health/skin complaints is entirely at the owners risk. Senior dogs that have never been groomed will be excluded from Clippin’ Canines grooming services, as the stress of the grooming routine can aggravate underlying conditions or even prove fatal.

Puppy policy: We recommend bringing your puppy monthly for professional grooming sessions as soon as they are fully vaccinated. Unvaccinated puppies will be exempt from Clippin’ Canines grooming services as it runs the risk of disease transmission in the salon. We do not provide full grooms/haircuts on a puppy’s first session, unless it is necessary due to matting. If the groomer deems your puppy ready to receive a full groom, then it will be charged as an adult regardless of age.

Pre-existing conditions: Grooming may uncover or aggravate pre-existing health/skin complaints, for which we cannot be held liable. If your vet has prescribed medicated shampoos, you can provide that for the groomer to use.

Emergency Vet Treatment: In the event of any health concern or injury a veterinary surgeon may be called and you agree to pay all costs of such, unless it is clearly found the injury is caused in our care.

Aggressive Pets: In the event of a pet becoming stressed/aggressive, we reserve the right to refuse further grooming, and you agree to pay the costs incurred to this point. If a pet is particularly hard to handle, this can affect the final look of the groom.

Collection/Abandonment Policy: Pets not collected within 45 minutes of the finishing time will incur a boarding charge of £10 per 30mins within shop hours/£20 per 30mins after the shop closes. Any uncollected pet left behind after closing, without correspondence from the owner, will be removed to a more appropriate location and the owner will be charged. Any pet not collected within 24 hours will be handed over to Assisi Animal Sanctuary/The Barn as abandoned.

Photographs: Photographs of pet grooms may be taken and used for marketing and social media influence.

Shaving / clip off consent: Shaving a pet may expose pre-existing complaints, or may result in post grooming irritation/skin problems, for which the groomer cannot be held liable. After shaving, your pets coat will be very short and close the skin. We will always inform you of a potential clip off and ask for your permission to carry out the service. If permission is denied

for severe/all-over matting, you will have to come collect the dog and seek out another groomer to continue the groom and the price incurred to that point must be paid. As an owner you have the right to choose whether your dog only has the matted areas shaved out or the whole coat, however we are not liable if you are unhappy with the final look.
The groomer can reserve the right to charge a matting fee ranging from £5-£20 depending on severity.

Ear plucking: Plucking the hair from the ears can be beneficial as it allows suitable airflow and allows the ears to be cleaned more thoroughly. We can carry out this procedure where necessary, however plucking can also create micro-tears in the ear canal, which can lead to infections. If the ear needs to be plucked due to reoccurring ear infections or excessive hair growth, we will do what we can to prevent ear infections and irritation, however ear infections can still occur. We do not hold liability for these infections.

Extra charges: Fees can be added to a groom if your pet is:
+ Matted
+ Aggressive / Hard to handle
+ Overweight
This is due to the extra time and effort it takes to work with a dog that has the issues presented above.