

**Terms & Conditions**

1. **Appointments**

1.1 Timings

It can be difficult to estimate how long a groom will take, however an estimated time will be given to the client. The client will be contacted at least 30 minutes prior to completion, if the groom has taken longer than expected.

Time slots are issued based upon client/pet individual requirements. Clients are advised to arrive/collect promptly and to ensure their pet has been exercised and toileted prior to entering the premises.

1.2 Client Information

All clients are required to complete a client card, outlining relevant information needed by the groomer. Within this, the clients will need to sign/agree to policies and procedures that have been read and fully understand all terms and conditions regarding grooming services. A copy of the document to be held by both client and groomer.
 MPW reserves the right to refuse to groom any dog that displays aggressive behaviour.
 All personal details provided to MPW will be held in line with current data protection legislation.

1.3 Cancellations/No shows/Missed Appointments

Clients must give at least 24 hours notice if they wish for an appointment to be cancelled or rearranged. MPW reserves the right to charge client 50% of total groom cost for appointments cancelled within less than 24 hours notice.
MPW reserve the right to charge the client the full cost of appointment for any no shows.
MPW reserves the right to charge the client 50% of total groom cost for late arrivals (20 minutes or more). In such cases, the groom will need to be rearranged due to the amount of time passed.
All above costs must be paid prior to any future appointments being made.

1.4 Payments

To secure booking £10 non-refundable deposit is required.
Cost of groom to be paid via cash/bank transfer/card. Bank details/payment link will be provided on request. Payments must be paid on the day of groom.
Late payments will incur an additional £5 fee, which will be added to the total cost of the groom. If payment is missed, MPW has the right to refuse future bookings until the outstanding balance is paid.

1.5 Special Offers and Discounts
Any discounts or special offers provided by MPW are subject to the advertised terms and conditions, specific to that particular offer at the time. These are not to be used in conjunction with each other.

1.6 Complaints/Corrections
MPW operates a 24 hour correction policy, where modification to a groom at owners request can be carried out, free of charge. After this period a fee will be payable.
Complains are rare, but if the need arises, the client can contact MPW within 24 hours of the groom. MPW will attempt to resolve complaints directly. If this cannot be resolved, the client advised to put the complaint in writing within 14 days following the service. An investigation of complaint will follow, hopefully with satisfaction a resolution will be found for both parties. Complaints after this period will be dealt with in line with legal requirements.
Under Force Majeure Rules, MPW cannot be held in breach of service nor liable for delay in performance, or failure to perform, any of its obligations, such as delays or failures resulting from events, circumstances or causes beyond reasonable control.

1.7 Bullying/Harassment/Abuse
MPW will not accept bullying, harassment or abuse and should an incident occur then client will nben asked to leave and not return. Suitable authorities will be informed of actions deemed threatening and appropriate action will be taken.

1. **Grooming Procedures**

2.1 Medical Conditions
Clients to inform MPW of any known medical conditions their pet suffers from. Grooming procedures to be altered where needed to accommodate any additional needs the pet may have. In cases of skin complaints, clients are advised to provide their own shampoo. If there are any mobility issues with the pet, a longer grooming time slot will be provided. This is to allow for additional rest breaks.
If a client fails to disclose information regarding physical and/or medical conditions (I.E. Elbow or hip dysplasia) MPW will not be held responsible for any injury incurred during the grooming process.

2.2 Dematting Policy
Minor matt removal is a part of normal grooming services, which are provided. As part of general grooming services, at MPW, each dog will be assessed on an individual basis and if, after careful consideration, for the pets welfare a clip off is the best course of action and can be achieved in a salon environment. Costs and procedures will be discussed with the client prior to this taking place. To demonstrate good practice, the AWA 2006 is adhered to at all times. In cases where matting is severe and time consuming, additional costs will be applied (£8 per 15 minutes of dematting).
 In cases where matting is extreme, MPW reserves the right to refuse to groom and client advised to seek veterinary care.

2.3 Fleas, Ticks and other Parasites
If the pet has a flea/tick infestation, appointments may have to be rescheduled for a later date, once this has been treated and is under control.
If fleas are found on the pet during grooming, medicated flea shampoo will be used and the salon will have to be fumigated. This will incur an additional fee of £17 to the grooming session. If ticks are found during grooming an additional £12 will be added to the total cost of the grooming session.

2.4 Accidents
Potential incidents include: cuts, scratches, abrasions, quicking of nails, slips, trips and falls. There is a greater probability of such incidents happening when a pet becomes restless. To prevent this from happening, regular breaks will be given to allow the pet to calm down and destress. In cases where it is becoming a welfare concern to continue groom, the client will be contacted to collect the pet and the appointment to be rescheduled.
Risk assessments are in place to ensure safety of groomers, clients, visitors and pets.
On occasion where an accident requires medical attention, the client will be contacted and the pet taken to the vet. Depending on availability for clients to collect pets, groomers may contact their registered vet. Client to provide emergency contact details, which will be required if the groomer is unable to contact the client.
MPW accepts no liability for injury or death of any animal in MPW’s care unless proven through negligence and then it is limited to animals purchase value.

2.5 Photography and Videography
Photos and videos of pets at MPW may be used in promotional material and used on social media sites, such as instagram and facebook. Unless the client states otherwise, MPW will use such material to promote the business.

2.6 Insurances
MPW holds appropriate insurance, however it is not exhaustive. It is recommended that all pets using MPW services are insured to protect them and persons handling them.

2.7 Use of CCTV
MPW uses CCTV cameras, both inside and outside of premises. This is to prevent crime and for internal use only. Footage from the camera is strictly prohibited from being distributed and request to view will be denied (without legal requirement). For business protection, information may be gathered through CCTV in order to indemnify MPW against the claim.

1. **Drop off and Collection**

3.1 By Client
Clients arrive 10 minutes prior to scheduled appointment time. Off-street parking is available at MPW. Clients MUST use this.
Clients must inform the groomer they have arrived before entering premises. Access to grooming facilities via the rear of the property. Clients will not be able to stay during the grooming session, due to health and safety concerns. If a client is worried about their pet settling, they are welcome to attend 10 minutes earlier, where the groomer can accommodate, to help settle the pet into the area.
On collection, clients inform the groomer of their arrival prior to entering the groom room.

3.2 By Groomer
Groomer to arrive 10 minutes prior to scheduled pick up time. They will inform clients of arrival before approaching premises. The same applies for dropping off after an appointment.
Drop off/Collection within Winsford incurs £3 charge. For clients living beyond 5 mile radius, an £8 charge will be added to total grooming cost.

**Privacy Policy**

MPW is committed to keeping clients data safe and will never give data to third party. Client data will be stored on a password protected system and hard copies containing data, such as enrolment forms or signed terms and conditions, will be transferred to these systems before being destroyed.

After a 3 year period of inactivity, all data will be deleted and/or destroyed and no longer kept by MPW. Clients can request for this to be done at any time. To do so, the client must send a ‘request to be forgotten’ form to MPW, in writing.

 MPW ask for express consent to send any marketing information to clients on enrolment form. If a client does not wish to consent, they must inform MPW this and will not use their data for the purposes of marketing. However, Client data is used for essential parts of service and contact regarding pet care without prior consent. These actions comply with GDPR legislation. No additional information will be stored other than that given to MPW by client via: enrolment form, verbally with member of staff, contacts forms, phone etc.

 Should data breach be discovered, MPW team will work to notify clients within 24 hours of breach occurring. MPW will keep clients updated on progress to rectify breach.

**Customer Satisfaction Policy**

It is important to MPW that all clients and pets that use services are happy. However, MPW recognizes that sometimes, for different reasons, MPW may not reach customer expectations and a complaint is made.

MPW will try to address and resolve verbal complaints immediately, however, if this is not possible the complaint will be considered and re-addressed within 48 hours. Communication will usually be over the telephone at this stage. If the complaint is serious in nature, the client will be advised to put it in writing within 14 days. After this time, the complaint will only be considered from a legal perspective.

**Pets Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Owner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*\*Client to read/sign MPW terms and conditions annually*\*