



COLEEN'S DOG GROOMING TERMS & CONDITIONS

1. Under the Animal Health & Welfare Act a dog must be protected from pain, suffering, injury and disease. Coleen's Pet Salon do not offer a de-matting service. As a pet dog owner it is your responsibility to keep your dog's coat in good condition in between grooming. If your dog's coat is matted we will have to clip it off and start again. I, the owner, agree to book my dog's daycare space in advance. Fees paid in advance are refundable as daycare credit if we are given over 24 hours' notice. Short notice cancellations are non-refundable.
2. A dog's safety and the safety of our team are of the highest importance at Coleen's Pet Salon. We reserve the right to refuse service to a dog if we deem their behaviour to pose a risk to themselves or to our team.
3. The dog is vaccinated (including Kennel Cough) and up to date. An unvaccinated dog puts itself and others at risk.
4. Payment will be made on collection of your dog.
5. The groomer will text you when your dog is ready for collection. If you require your dog by a certain time this must be discussed at time of booking and may result in a longer wait for an appointment.
6. As the customer, I agree to my dog's photograph being taken and it being used on the Coleen's Pet Salon website/social media and for any marketing purposes. Please state in advance if this is an issue.
7. Dogs must be dropped off and collected between our grooming opening hours of 9.30 to 5pm, unless otherwise agreed at time of booking. Our Daycare fee may be applied for stays outside of these hours.