



# 4 PAWS MOBILE SPA

TERMS & CONDITIONS / PRIVACY POLICY / PRICING

Dogs and Cats (Aug 2023)

## **Pet examinations**

During the grooming process, great care is taken to ensure the health of your pet. We will examine your pet for lumps, bumps and skin conditions before and during the grooming session.

4 Paws Mobile Spa Ltd is not liable for any pre-existing conditions or problems found during grooming. We will inform you of anything we find and advise you if we think a visit to your vet may be necessary.

If your pet has any medical issues, please let us know so that we can take this into account when they visit the spa.

We are happy to use medicated shampoos or apply any products your vet has prescribed. We are also happy to give tablets or administer medication prescribed by your vet. Groomers are no longer permitted to empty anal glands and would advise a visit to the vets should this be necessary. As a result, we are no longer insured to carry out this service.

We will pluck ears if needed, as long as the ear canal doesn't look inflamed or infected in which case we would advise a visit to your vet.

## **Pet Health**

If your pet is unwell (e.g. vomiting, diarrhoea, kennel cough) please let us know before we are due to visit you. This is both for their own comfort and the safety of our other canine or feline clients. Please advise our staff of any change to your pet's health or medical condition upon arrival so that we may update their file.

## **Our insurance**

We have full Public Liability Insurance. Full details are available on request.

## **De-matting Fur or Hair**

We **will not** brush out matting as it may cause pain to your pet.

Matted fur or hair on your dog or cat may result in us having to clip close to the skin. Removing a heavily matted coat increases the risk of nicks, cuts, or abrasions due to warts, moles, or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin allowing mould, fungus, or bacteria to grow, revealing skin irritations that existed prior to the grooming process.

After effects of matt removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions. Shaved pets are also prone to sunburn and should have sunscreen applied frequently or should be kept out of the sun until the hair grows sufficiently to protect the skin. It is our policy to clip off a dog's coat only once in order to make the pet comfortable and to start re -building the coat. De-matting can be painful for your pet and unpleasant for both pet and groomer alike. After the clipping process, you should be able to maintain your pet's coat between grooming appointments. 4 Paws Mobile Spa Ltd reserves the right to refuse grooming if your pet becomes heavily matted again after the initial de-matting.

Pets with heavy matting will have to be shaved. You agree that 4 Paws Mobile Spa will not be held responsible for any side effects this may cause.

You agree to pay all costs for grooming the dog or cat, including the extra cost of de-matting (we charge from £10 extra for matted pets) whether or not we are able to complete the work.

## **Fleas**

Please note that pets with fleas cannot be accepted. If your pet has fleas, please treat them prior to the Mobile Spa visiting you. Should your pet have an infestation which is discovered after the groom has started a **flea surcharge of £20 for dogs and cats** will apply. (This covers the cost of bathing your dog using an insecticidal shampoo and thorough cleansing and disinfecting of the Mobile Spa).

## **Cancellations / Missed Appointments / Unable to Park**

In the event of missed appointments or no shows a charge of 100% of the grooming fee will be payable. The same charge will apply if we are unable to park outside your house or if there is any reason beyond our control which prevents us from completing the groom. If you do need to cancel, please notify us during office hours (our office working hours are Monday to Friday 9.00 - 17.00, and please be aware that emails are not monitored outside these hours). If notice of cancellation is received less than one full working day before the appointed time, 100% of the grooming fee will be payable and if notice is received between one and two full working days prior to the appointed time, 50% of the grooming fee will be payable. If an appointment is made less than one working day in advance it will not be cancellable without payment of the full grooming fee.

We take a £20 deposit for each pet to secure the appointment. The deposit is non-refundable.

If your cat is due to be groomed by us, please keep the cat securely in the house until we arrive. We will charge for a missed appointment if your cat has been let out.

The size of our Mobile Spas can be seen on our website ([www.4pawsmobilespa.com](http://www.4pawsmobilespa.com) then click on 'About'). The dog spas are 6 metres in length and need to be plugged into a power supply. We use cables 5 – 8 metres long and we cannot plug into your extension leads. The Cat Spas are smaller and carry their own power supply. Please call us if you need to change your booking. We will always try and fit in with you.

If the parking outside your address is in a paid parking zone and you are unable to provide us with either a residents parking permit or pre-paid parking card, the cost of any parking will be added to the cost of the groom.

## Our staff

Our number one priority is your pet's welfare. We all love animals and have many years of experience in their care and wellbeing. 4 Paws Mobile Spa Ltd reserves the right to refuse to groom aggressive or difficult pets or those with behaviour problems. You must inform us if your pet is known to be aggressive or has ever bitten anyone. We are able to handle difficult pets, but only if we are aware and prepared. If a dog or cat is very traumatized or stressed during the grooming process, we will stop the service and recommend you speak to your vet about medication to help calm your pet so he or she can be groomed safely. If sedation is needed, we are happy to work alongside your vet. Please let us know ahead of time so we can co-ordinate the process.

Grooming procedures can sometimes be stressful, especially for a senior pet or a pet with health problems. Grooming may expose hidden medical conditions or aggravate existing ones during or after the grooming process. Because stressed pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress.

If we need to stop the groom because the pet is too stressed or behaving too aggressively, the full grooming fee will still be payable.

## Aggressive Pets

If your pet bites or injures a member of 4 Paws' staff before, during or after their grooming appointment, you will be liable for any costs incurred by the company including any staff sick leave resulting from their injuries. Under UK law, the owner of a dog is responsible for their actions. Please let us know at the time of booking if your pet has any behavioural issues.

## Helpful hints

Before the Mobile Spa visits you, please allow your dog to go to the toilet. Although we realise accidents do happen, we like the pets to feel relaxed in the Mobile Spa.

## Appointments

We plan our day's appointments very carefully but there are times when we can arrive a little earlier or later than the appointed time. This depends on how straightforward previous grooms have been and how well behaved the dogs or cats prior to your appointment have been. It is also dependent on traffic. Therefore, the times we give are approximate.

Please let the groomer know on arrival how you would like your dog or cat groomed (length, style etc.). At the end of the session the groomer will hand your pet back and ask if you are happy with the groom. If you would like anything changed please let the groomer know at the time of the groom as we are not able to revisit for alterations.

## Safety

Please provide a secure and safe cat carrier for your cat to be transported to and from the Mobile Spa. We are unable to groom any cats who are not presented in a secure carrier.

Please make sure your dog's leads, harnesses and collars are secure and fitted correctly. They need to be secure to walk the dog to and from the Mobile Spa.

## Payment

We accept debit cards and all major credit cards. We no longer accept cheques or cash. We take card details over the phone at time of booking with a £20 **non-refundable** deposit per pet. We will not process the full payment until the groom has been completed. Your card details are stored on file securely by Square, our card services provider. We have no access to sensitive financial information.

## Data Protection

Client data will be treated in accordance with current GDPR Regulations and will not be shared with third parties.

## Privacy Notice

4 Paws Mobile Spa Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy notice. We may change this policy from time to time and will update clients should it do so. This notice is effective from 1<sup>st</sup> August 2021.

## What We Collect

We may collect and store the following information:

- Name and Address of Customer.
- Contact information (including phone number and email address).
- Address where we need to groom the pet.
- Pet details including name, breed and age.

## What we do with the information we gather

We require certain information to be able to provide you with a better service, and to comply with current legislation.

We also use your information to send emails to you about new products, special offers or other information which we think you may find interesting as a pet owner, using the email address which you have provided. We will not provide information we hold to any third party for any purpose. By submitting your personal information you consent to us using it in accordance with this policy. If you wish us to amend information we hold about you, please call us on 0330 100 1033 or email us on [info@4pawsmobilespa.com](mailto:info@4pawsmobilespa.com).

## What if I don't want to hear from 4 Paws Mobile Spa Ltd

You can of course request that we stop contacting you at any time, however, this means you would miss out on information and access to news and events. You can also request that we remove any information we hold about you.

## How we handle credit and debit card details

We do not hold or store, nor do we have access to, any credit or debit card details. Any such information is held securely by Square, our payment processor.

## Pricing - DOGS

Our pricing is based on breed, hair length, coat condition, temperament, age and grooming history. Please be advised a surcharge will apply if your dog is matted, has fleas, or has not been groomed within the recommended grooming schedule for their breed. The prices below are a guide only.

There is a £15 surcharge per visit for dog grooms within the following London Postcode Areas:

All SW, all TW (except for TW20), KT1, KT2, KT3, KT5, KT6, SM4, CR0, CR4, BR and Central London.

**If your dog is not groomed regularly then the price will be at the higher end of the range shown.**

### *Small dogs*

	Bath & Brush	Full Groom, Haircut, bath	overdue (see guide)
Bichon	£49	£56 - 61	£62 - 80
Westie	£49	£56 - 61	£62 - 80
Cavapoo	£49	£56 - 61	£62 - 80
Shihtzu	£49	£56 - 61	£62 - 80
Border terrier	£46	£56 - 61	£62 - 80
Yorkie	£49	£56 - 61	£62 - 80
Mini Schnauzer	£49	£56 - 61	£62 - 80
JRT	£44	£51 - 56	
Pug/Frenchies	£44		
British Bulldog	£50		
Beagle	£46		

*Nail clips and ear cleans are complimentary with grooms.*

## Medium dogs

	Bath & Brush	Full Groom Haircut, bath	Overdue (see guide)
Spaniel	£49 - 51	£56 - 66	£66 - 86
Cockapoo	£54 - 59	£61 - 71	£71 - 91
Tibetan terrier	£54 - 59	£61 - 71	£71 - 91
Border collie	£54 - 59	£61 - 71	£71 - 91
Mini labradoodle	£54 - 59	£61 - 71	£71 - 91
Water dogs	£54 - 59	£61 - 71	£71 - 91

*Nail clips and ear cleans are complimentary with grooms.*

## Large dogs

	Deshedding / haircut, bath	Overdue (see guide)
Labradors	£56 - 61	
Retrievers	£76 - 91	£91 - 110
GSD (long haired)	£76 - 96	£96 - 110
GSD (short haired)	£71 - 78	
Labradoodle	£76 - 91	£91 - 110
Golden doodle	£81 - 96	£96 - 110
Husky	£76 - 91	£91 - 110

*Nail clips and ear cleans are complimentary with grooms.*

## Extra Charges (all sizes)

Matting	£10 - 30 per groom
Difficult dogs and cats	£10 - 20 per groom
Flea surcharge	£20 per pet
Extra dog or cat nail clips	£15 per pet

## *Extra Spa Treatments*

### **Paw Balm £4**

Conditions and protects the pads and elbows from chaffing and drying out

### **Spa Facial Scrub £8**

A natural exfoliator of oatmeal and Blueberry, helping to remove dirt and tear stains

### **Flea Treatment Shampoo £10**

Using flea-repellent shampoo

### **Dental Hygiene £8**

Teeth clean / Breath freshener Helps to reduce plaque and tartar (one off treatment)

### **Anti Bacterial / Anti-Itch Shampoo £8**

## **ALL PRICES INCLUDE VAT AND TRAVEL**

## *Recommended interval between grooming appointments*

The interval between grooming appointments depends largely on how short you keep your dog's coat and how well your dog is brushed and cared for at home. Obviously every dog is unique and if you would like some advice on the type of brushes to use at home or any other guidance on how to avoid your dog getting matts, please call us.

### **Curly and wool coated dogs (e.g. poodles, bichons, cockapoos and cavapoos)**

These breeds need brushing daily and professional grooming every 4 to 6 weeks (6 – 8 weeks if regularly brushed)

### **Silky and long coated dogs (e.g. shihtzus, schnauzers, spaniels and Tibetan terriers)**

These breeds need brushing daily and professional grooming every 6 to 8 weeks (8 – 12 weeks if regularly brushed)

### **Wire Coated dogs (e.g. border terriers, westies)**

Weekly brushing and professional grooming every 8 to 12 weeks (12 – 16 weeks if regularly brushed)

### **Double coated dogs (e.g. border collies, retrievers, German shepherds)**

Brushing every other day and professional grooming every 8 to 12 weeks (12 – 16 weeks if regularly brushed)

## **Pricing – CATS**

Our pricing is dependent on your cat's size, coat condition and behaviour. The prices shown are a guide only and are subject to a surcharge if your cat is matted, has fleas or is badly behaved.

There is a £15 surcharge per visit for cat grooms within the following London Postcode Areas:

All SW, all TW (except for TW20), KT1, KT2, KT3, KT5, KT6, SM4, CR0, CR4 and Central London.

Maintenance groom - no clipping / no matts - including spray shampoo	£65
Hygiene clip / matt removal - including spray shampoo	£75 - 85
Severely matted coat	£95 - 105
Lion clips / teddy bear clips - including spray shampoo	£90 - 100
Wet baths (no clipping)	£95

We will only clip cat's nails at the end of the grooming procedure if the cat is not stressed. We will charge for a missed appointment if your cat has been let out or is unavailable for the groom for any reason beyond our control. The full cost of the groom is also payable if we are unable to complete it for any reason beyond our control.

**ALL PRICES INCLUDE VAT AND TRAVEL**

**4 Paws Mobile Spa Ltd**

**Company number: 08261043**

**VAT Registration Number: 192 3353 08**