

OUR POLICIES

PAYMENT INFORMATION

We accept the following payment methods:

Payment Methods Accepted:

- Cash
- Debit or credit card

Payment is required directly after appointment, deposits may be asked for.

LEASH/CARRIER POLICY

All pets must be brought in on a lead or in a carrier to ensure the safety of all pets.

PICKUP POLICY

- Pets must be picked up within 20 minutes of being notified that grooming is complete. An additional fee will apply for late pickups - £10 per every additional 15 minutes.
- Please do not arrive early, I will give you a collection time and a courtesy message to say when your dog is almost complete. Early arrivals can disturb your pets grooming which could result in the dog given back unfinished as they become excited it will be unsafe to finish with sharp tools.

SATISFACTION GUARANTEE

If you are not satisfied with the grooming, please let us know within 24 hours so we can address any concerns.



OUR POLICIES

GROOMING POLICY

Appointment Time:

Please arrive on time for your scheduled appointment. Late arrivals may result in rescheduling or a shortened grooming session. Please note full fees will still be payable if we have to reschedule your appointment because of your lateness.

Health and Behavior:

Inform us of any medical conditions, allergies, or behavioral issues your pet may have. We reserve the right to refuse service if we believe it is unsafe for your pet or our staff.

Aggressive or unmanageable pets may require special handling, and an additional fee may apply. This will be discussed prior to the groom.

Matting:

Pets with excessive matting may require additional time and care. There may be an extra charge for dematting services. If the matting is severe, shaving may be necessary for the pet's comfort and safety.

Flea and Tick Policy:

Pets with fleas or ticks will be treated at the owner's expense. We take steps to ensure our facility remains pest-free.

Emergency Care:

In the event of a medical emergency, we will contact you immediately. If we cannot reach you, we will seek veterinary care at your expense.

GROOMING POLICY

Cancellations:

Cancellations must be made at least 48 hours before the scheduled appointment. Failure to cancel within this timeframe will result in the full grooming fee being payable.

No-Shows:

Clients who do not show up for their appointment without prior notice will be charged a no-show fee which is the dog's full grooming fee, repeated no-shows may result in the requirement of a prepayment for future appointments.

Rescheduling:

Rescheduling must be done at least 48 hours before the appointment. We will do our best to accommodate your new preferred time.

Late Arrivals:

If you are more than 15 minutes late, we may need to reschedule your appointment, full grooming fee will be payable. Late arrivals may result in a shortened grooming session with the full grooming fee applied.

I understand and agree to the grooming and cancellation policies provided by PAW AFTER PAW. I confirm that the information provided is accurate and complete to the best of my knowledge.

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Owner's Signature: _____

Date: _____