



Terms and Conditions

At The Ethical Pet Spa we are focused on providing a safe and secure environment for your dog.

To ensure the health and safety of your pet/s as well as our other guests, we require all of our clients to read and understand the following policies.

All dogs and cats attending The Ethical Pet Spa, must have an up to date Client Record on file. New client registrations and existing client record updates can be done at the Spa.

BEFORE THE GROOM

CANCELLATION & RESCHEDULING

- Please understand that when you forget or cancel an appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive our services. As our stylists time is reserved specifically for your pet, The Ethical Pet Spa reserves the right to enforce this policy and the following fee's and terms.
- There are no fees applied for cancellations or reschedules that have given 48 hours or more notice.
- Cancellations or Reschedules giving less than 48 hour notice will result in a charge equal to 50% of the reserved service amount.
- No shows or cancellations on the day of the appointment may be charged 100% of the reserved service amount.
- Clients who have missed a previous appointment will be asked to pay in full when booking all future appointments. These payments are non-refundable in the instance of a no show. In the instance of a rescheduling of an appointment giving less than 48 hours notice the rescheduling fee will be deducted from the advance payment.
- In order to book your next appointment, cancellation and rescheduling fee's must be paid in full.
- Gift cards risk part or full forfeit as per the above policies if less than the appropriate cancellation notice is given.
- Please do not cancel an appointment by responding to the automated text message appointment reminder provided, as this does not remove an appointment from the schedule and no show fees will be incurred.
- To reschedule or cancel an appointment, please call the spa on 01903 899979. If you are cancelling your appointment outside normal working hours, please leave a voicemail providing your name, dogs name, time and date of appointment. A member of staff will follow up with you by phone during spa hours.
-

LATE ARRIVALS

- Please make it your priority to arrive on time for all appointments as appointment times are not flexible. While we do our utmost to accommodate clients that arrive late, clients arriving more than 15 minutes late may miss their treatment time. We do appreciate clients may be late through no fault of their own, however we also have a duty to our other clients who keep to their appointment times.

- We reserve the right to charge the full price of appointments that are missed due to client lateness.
- Pre-payment for future services will be requested when a client has been late for 2 or more previous appointments.
- This policy enables us to run an efficient spa and provide the required time needed to service all of our clients. We confirm appointments at the time of booking and 24 hours prior to your appointment date. However, if we are unable to reach you please understand that it is your responsibility to remember your appointment date and time to avoid a late arrival, missed appointment, and the cancellation fee.

DEPOSITS

- For first time clients, a 50% deposit of the services being booked may be required
- All deposits are used as part payment towards your service.
- Deposits are non-refundable.
- Deposits will be taken as payment towards any cancellation or no show fee's due as per our Cancellation and Rescheduling Policy above.
- Deposits can be taken over the phone or at the Spa. Please note we do not hold clients credit card details on file.

PRICING

- 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, requires extra bathing in addition to our standard shampoo process, has fleas, or has not been groomed within the recommended grooming schedule for their breed. All prices shown are guide prices only, we will give you an exact cost at your pre-treatment consultation. Puppy prices are only applicable to dogs under 6 months of age. Please call for breed specific prices. For some breeds an additional clip off or a hand-strip service may be required

VACCINATIONS

- If you dog has not been vaccinated before or their previous vaccination is out of date please leave 14 days from the date of vaccination and the appointment date of their treatment. We regret that we are unable to groom puppies until 2 weeks after their 2nd vaccination.

FLEAS

- Please note that we require pets to be up to date with their flea & worm treatments. If your pet has fleas please treat them prior to visiting the Spa. Should your pet be brought to us with infestation which is discovered after the groom has started a flea surcharge of £20 will apply. This covers the cost of flea elimination: pets with fleas are treated with a specialist shampoo, a natural flea treatment in the bath and towels must be bagged and laundered separately and the Spa must be thoroughly cleansed and disinfected.

PRE-VISIT

- A full bladder or bowel can be very uncomfortable for a dog whilst it is being groomed. Please ensure that your pet has been toileted before bringing them to the Spa. If your dog toilets during their treatment which results in them needing an additional bath, a cost of £10 will apply to cover the additional time needed to complete the groom. Water will be provided for your pet during their visit.

HEALTH

- If your pet is not feeling well (e.g. vomiting, diarrhoea, kennel cough,) please do not bring him/her to the Spa for their own comfort and the safety of our other canine clients. Please advise our staff of any change in your dog's health or medical condition upon arrival so that we may update your pets file. We are unable to accept dogs which are in season or are pregnant.
- Whilst great care is taken of your pet whilst they are in our hands, nicks and accidents can happen. This may occur when pets are wriggling whilst being groomed due to the use of scissors and spa equipment. You will be notified straight away if this happens and we will seek veterinary advice immediately if required.

NEW CLIENTS

- To ensure we have adequate time to familiarise ourselves with your dog or cat, we ask first time clients to factor in 10 minutes prior to the treatment for a free pre-treatment consultation. This time will be used to discuss your pets general health, any concerns you may have, specifics required of the treatment, and to welcome your pet to the Spa! A New Client Form should be completed by first time clients at time of booking.

DURING THE GROOM

TREATMENT TIMES

- An approximate completion time will be given for your pets treatment when you drop them off, we will ring or text you when your pet is ready. Please be patient if we take a little longer than expected as we will not rush your pet through their treatment. Pet parents arriving early to collect their pet, puts pressure on both the stylist and pet during what would otherwise be a stress free relaxing grooming experience for your pet. We appreciate you waiting for our call or text.

EXTENDED TREATMENT TIMES

- We pride ourselves on our experience when handling nervous, elderly, and disabled dogs. To ensure we can allocate the time to treat these dogs at a pace that addresses their specific needs a surcharge will apply to cover the extra time required, this is charged at £20 per hour and will be discussed with pet parents prior to the treatment. This surcharge also applies to any extra time needed during the grooming process as a result of a dog's temperament or behaviour.

BEHAVIOUR

- The Ethical Pet Spa can refuse the use of its facilities if there is evidence of behaviour that may be considered dangerous to other dogs or employees. If your dog does have an incident that The Ethical Pet Spa deems unacceptable, we reserves the right to stop the grooming process. In this case 50% of the groom cost will be charged irrespective of how much of the grooming treatment has been completed.

MATS

- All prices for our grooming services are a starting price. If the dog is matted or requires more attention the price will increase by £20 per hour.
- As the Animal Welfare Act states we will not de-matt your dog for any longer than 15 minutes. De-matting can cause undue pain and stress to the dog whilst trying to remove the matts. It may be a kinder and safer way just to clip the dog. In extreme cases removing heavily matted coats can result in skin irritations and other underlying problems under the coat when matts are removed.
- In the event of having to clip your pets coat we will try calling you first. If we are unable to reach you we will do what we deem is safest and kindest for your pets health and well-being.

QUIET ZONE

- The spa operates a strict 'quiet zone' policy. Please ensure on leaving and picking up your beloved companion you appreciate the spa environment. This is for the well-being of your pet.

LATE PICK UP FEES

- Pick up will be due at the time arranged either at the pre-treatment consultation or when the pet parent is contacted. Pet parents that are later than 30 minutes picking up their pet will be charged a sitting fee of £5 per 15 minutes. We do not currently have the staff available to care for your pet. For end of day pick-ups unless otherwise arranged between The Ethical Pet Spa and the pet parent, if the owner or certified representative have not collected their dog by 15 minutes after the Spa close time and no arrangement has been discussed, and The Ethical Pet Spa cannot contact the pet parent or the emergency contact number provided, then The Spa reserves the right to board the dog overnight in lodgings that are available at the owner's expense. There is a £75 charge for this overnight service. If you would like us to co-ordinate with an existing day-care provider or dog walker please ensure we have their contact details.

GENERAL

DATA PROTECTION

- The Ethical Pet Spa keeps detailed records of all dogs, treatments and responsible staff. New clients must sign a disclaimer form and some personal details will be retained by The Ethical Pet Spa. Client data will be treated in accordance to the data protection principles of the Data Protection Act and will not be shared with 3rd parties.

SATISFACTION POLICY

- If for any reason you are not completely satisfied with the treatment received, please advise within 2 business days so we can do our best to rectify it. Your satisfaction is important to us. We take great pride in our service and want pet parents to as well.

PAYMENT

- We accept cash and all major credit cards. Prices are subject to change without prior notice.

GIFT CARDS

- Gift cards are available and can be redeemed against all services and products.

RETURNS POLICY

- Grooming and spa treatment packages are non-refundable, non-transferable and non-exchangeable.
- Products purchased in the Spa are exchangeable within 14 days of receipt if they are in an unused condition and in their original packaging. Alternatively, the Spa can issue you with a credit note. If a customer returns a product without requesting a replacement, then a refund will be made to the credit card used for purchase.

NO DRYING CAGES

- We have a strict no drying cages policy. All dogs are finished by hand by our experienced stylists.
- We choose this for the safety and well-being of our canine clients.
- The Ethical Pet Spa policies are presented and provided in the best quality and tradition of excellent servicing for our established and future clients