

Terms and conditions

By attending an appointment at Aunty LouLou's Grooming Salon, you agree to the following terms & conditions.



Health & Welfare

- Your dog's welfare is the most important factor throughout their time with us. It is important that you inform us of any medical condition or concern, no matter how big or small. In return for this honesty, we will ensure that these conditions or concerns are catered for, throughout the grooming process.
- Aunty LouLou's Grooming Salon prides itself on being a no-stress environment. This means longer appointments, where dog's are not pushed out of their comfort zone, as we have an exclusive appointment structure which supports this. This extra time ensures your dog remains calm, enjoys the process and is able to receive love, cuddles and positive reinforcement throughout the groom. We operate on a fully focused one to one basis, whereby your dog will be the only dog in the salon. This allows there to be full attention to be on your dog - as it should be! We also have doggy TV to keep your dog entertained.
- Two dogs from the same household may be considered at the discretion of Aunty LouLou's.
- If any pre-existing health concerns are noticed during the grooming process that haven't been mentioned at the time of booking, you will be informed of these, so that you can seek veterinary advice.
- Accidents can happen (though are extremely rare) during the grooming process, as dogs are individual in character and behaviour and the grooming process can involve the use of sharp tools. In this case, first aid will be given (if applicable) and you or your emergency contact will be telephoned immediately. If you are uncontactable you authorise us to seek emergency veterinary treatment on your behalf, using the veterinary details provided when booking your appointment.

Fleas

- Aunty LouLou's is unable to accept dogs with fleas due to cross contamination.
- If your dog is found to have fleas during the grooming process, a £15 surcharge will apply for salon fumigation following your appointment.

Knots/Matting

- Aunty LouLou's Grooming Salon operates on a 'Humanity over Vanity' basis. This means that a realistic outcome will be offered based on your dog's coat condition, with recommendations for the future.
- For example, if your dog has a few knots in the usual problem areas, such as groin, armpits, ears, these are likely to be able to be teased out during the bath/brush/blowdry. If the knots have become fully matted they will need to be clipped out (shaved) during the grooming process and blended in with the overall style of your dog's coat. We are unable to brush out matting, as this is painful for the dog - something Aunty LouLou's is heavily against!
- If your dog has a coat with knots/matting throughout (not just a few problem areas) they will be clipped (shaved). This is the only humane solution for your dog.
- Following the removal of matting (clipping off the coat) your dog may act out of character for a few days following the groom. You will be given further information about this at the end of your appointment. Aunty LouLou's will not be held liable for these effects, as they are due to the precondition of the coat, not the grooming process.
- Severe matting will incur a £15 surcharge due to the damage caused to tools during the grooming process, requiring blades and scissors to be sent off for sharpening.

Reactive Dogs

- Reactive dogs are accepted at Aunty LouLou's, all we ask for is honesty so that the groomer can take actions to remain safe during the grooming process (e.g. use a muzzle). We must be informed prior to grooming of any previous history of biting or aggression. Your attention is drawn to the Dangerous Dogs Act which holds owners liable for bites and injuries.
- Aunty LouLou's reserves the right to refuse to groom any dog if we believe it may cause injury to itself or the groomer. If a dog exhibits aggression or behaviour we have not been informed of prior to the groom, the session will be stopped immediately and the full appointment fee incurred.

Time Keeping

- Aunty LouLou's Grooming Salon prides itself on its exclusive, one to one salon environment for your dog. This can only operate successfully if you adhere to your appointment time.
- If you arrive early to your appointment, we may not be in a position to accept your dog as it is essential the previous appointment has departed and all cleaning has taken place.

- Customers who are more than 20 minutes late for drop off, will not be accepted.
- Similarly, if you arrive late to collect your dog, this will impact appointments later in the day, in some cases this could mean cancellations for other customers.
- We ask that everyone shows the same courtesy afforded to you, to others.

Appointments/Cancellations

- Plans change, that's fine! However, we ask that all appointment changes are made at least 48 hours prior to your appointment. This allows us to offer the appointment slot to other customers.
- If an appointment is missed or cancelled within 24 hours, the full appointment fee will apply. No further appointments will be booked until the outstanding amount is settled.
- For cancellations between 24-48 hours, 50% of the appointment fee will apply, except in exceptional circumstances (which can be discussed).

Pricing/Payment

- The price quoted is based on the accuracy of your description of your dog. This includes behaviour, coat condition (presence of knots, matting), weight/size in relation to the breed standard.
- Not providing accurate information regarding the above, may result in the price being higher than quoted.
- Appointment charges are payable prior to leaving the salon.
- Payment can be made via card, cash or BACS. BACS payments must be cleared prior to the appointment time.

Feedback

- Aunty LouLou's Grooming Salon encourages feedback! As an advocate for lifelong learning, it's important to continue to grow and improve. If you don't like something about the groom or service received, let us know. Notes can be added to your file for future appointments to ensure your request is adhered to or changes made to our service.
- If we encountered any issues during the grooming process, we'll let you know. Communication is key.
- Aunty LouLou's strives to maintain excellent standards and reputation, we can only continue to do this if you let us know when you feel we've not hit that mark.

Social Media/GDPR

- Photos are taken before and after the grooming process for training and marketing purposes. If you'd prefer your dog's photos not to appear online, please just let us know.
- All personal information held about you and your dog are for internal use only and will never be shared with a third party.