

### Highwood Grooming Terms & Conditions:

1. Please tell us if your dog/cat is aggressive with people/ other dogs/cats, we may need to use a muzzle if we deem necessary.
2. In accordance to the Animal Welfare Act, we will not spend more than 15 minutes de-matting. A matted coat may result in us having to clip the coat short all over-our priority is comfort as matting can be painful for the dog/cat and dangerous to remove. There is a £5-£15.00 extra charge for matted dogs/cats due to the extra time it takes and excess wear and tear to equipment.
3. For some dogs/cats, grooming procedures can be stressful, and can expose hidden medical problems or aggravate a current one during or after the groom. Highwood Grooming will obtain immediate veterinary treatment for your dog/cat should it be deemed necessary, and it is agreed that all expenses for Veterinary care will be covered by the owner.
4. Highwood Grooming reserve the right to refuse/stop services at any time before or during the grooming process, this could be due (but not limited) to an aggressive/ stressed dog or health concerns.
5. Please check your dog/cat for flea/parasites before visiting the salon. If we find fleas/parasites on your dog/cat there will be a fee of £10 as the salon will need to be extensively cleaned to avoid cross contamination.
6. Late collection may result in a fee of £5/ hour as we do not have the facilities to keep your dog/cat longer than your appointment.
7. No shows or last-minute cancellations (less than 48 hours' notice) are subject to 50% of the groom per dog/cat
8. We do not express anal glands, and believe you should ask your veterinarian to do this. Ears are only plucked upon request.
9. If you are dissatisfied with your pet's groom please let us know within 48 hours and we will do our best to resolve it for you.