

Grooming Terms of Service

Mucky Pupz Daycare, Boarding & Grooming Company

Please read our Terms of Service, as it sets out our commitment to you and what we expect from you as Owners. We want what is best for your dog and it is important you understand your obligations. If there are any points that you do not understand or disagree with, please do contact us.



By using our services, you, the Client, confirm that you have read and understood our website, and agree to our terms of service as shown below.

1. Mucky Pupz reserves the right to refuse a booking for any dog that we feel is not suitable for our services including those who have previously been accepted and now deemed unsuitable due to a change in behaviour.
2. The Client is entirely responsible for any veterinary bills, however incurred, unless Mucky Pupz are proven to be negligent. We will make every effort to contact the Client or their nominated contact. If the Client is not available, Mucky Pupz reserves the right to consult with a Veterinary Surgeon and make decisions where necessary which are in the best interest of the animal.
3. Dogs should be up to date with all vaccinations, worm and flea treatments. Your dog should be in general good health, or details provided on 'Check In'. Mucky Pupz cannot accept responsibility for any dog where medical details are not kept up to date.
4. Any dog showing symptoms of diarrhoea or vomiting should be kept away from Mucky Pupz for at least 48 hours after symptoms have ceased. Clients will need to collect their dog within 1 hour of notification, if they begin to show symptoms of diarrhoea or vomiting whilst at our premises.
5. Mucky Pupz is fully licensed and insured to care for your dog and also has Public Liability Insurance - all viewable on request.
6. Mucky Pupz will care for your dog in a caring and professional manner. However Mucky Pupz cannot be held responsible for any loss, injury or death to an animal, either inside or outside of your/our premises whilst in our care, unless Mucky Pupz is proven to be negligent.
7. The Client will inform Mucky Pupz of any characteristics of the dog which need to be known for safe handling and care of the dog. In addition, it is the Client's responsibility to inform Mucky Pupz of any new conditions that have not previously been advised.
8. Mucky Pupz will provide grooming services in a caring and compassionate manner. Compassion will always come before vanity and the Client acknowledges that where a dog's coat is in a poor condition, it may be necessary to take the relevant action to prevent unnecessary suffering.
9. Where a dog's coat is matted, the Client will be required to sign a 'Mucky Pupz Disclaimer Form'.
10. The Client acknowledges that styling is based on or influenced by personal feelings, tastes, or opinions. As such, it may take a few grooms before a mutually pleasing groom is achieved.
11. Mucky Pupz maintain accident records and will inform the Client of any incident, injury or anything which Mucky Pupz feels the Client should know.
12. Mucky Pupz will take care, so far as is practicable, that the dog is not a nuisance or danger to any one, or any other animals, and that no harm comes to your dog.
13. We reserve the right to apply late payment charges to any invoice that is 10 days or more overdue. This will be charged at 10% of the outstanding balance, and applied to an increasing balance, once every 10 days.
14. Missed appointments are charged at £10.00 per dog as we are unable to reallocate your appointment if you do not attend. If appointments are missed regularly, we may consider withdrawing our services.
15. A grooming plan is available for you and your dog, taking into account coat type, lifestyle and requirements. Regular appointments are necessary to ensure your dog stays in good condition, and to avoid the unnecessary costs & stress involved with dematting. In the absence of a grooming plan,

you will be required to make an appointment for your dog's next groom, on collecting your dog from us. (Interim appointments are available if your dog's coat needs attention before your next groom).

16. You will be advised of the best way to care for your dog's coat, including brushing, areas needing particular attention, and a recommended grooming frequency. Where dog's are regularly admitted for dematting, we may consider withdrawing our services until such time as a grooming plan is followed.
17. Client confidentiality will be maintained at all times. Client details will be kept private and will never be used for any purpose other than caring for your dog.
18. No children under the age of 10 are allowed on our premises for safety reasons.
19. Mucky Pupz utilises Social Media and posts images and status updates of the dogs in our care. Your written permission is always sought beforehand. However, if any posts are deemed inappropriate, we will remove them immediately upon contact from the Client.
20. Our business is continually evolving and as such we reserve the right to change our Terms of Service where necessary. It is your responsibility to ensure that you are up to date with all of our Terms of Service. We will, however, notify you of any material changes.

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