

Pristine Pets Terms and Conditions

Throughout grooming, we take the utmost care to ensure the health, safety and wellbeing of your dog.

However, Pristine Pets is not liable for any pre-existing conditions and problems found throughout the grooming process. Any advice given regarding health problems should be followed up with advice from your vet. In the event of injury or illness, a vet may be sought and all costs will be at the owner's expense.

All clients are requested to sign a dog grooming customer care card and are asked to inform us of any known medical problems, allergies, etc. Please also inform us of any changes in your dog's health/details accordingly. Please ensure your dog's vaccinations are up to date and please bring your vaccination card with you.

You must inform us if your dog has ever bitten or has aggressive tendencies. A soft muzzle will be used where necessary. Pristine Pets reserves the right not to groom a dog if it shows unmanageable aggression. In such an event, the owner will be contacted immediately and asked to collect their dog.

In the event of severely matted/overgrown coats and the need to clip down, the owner should be aware that irritation might occur from the shaving process. These matts tend to be located very close to the skin, around the ears, neck, armpits and groin. The owner agrees that Pristine Pets will not be held liable for any after grooming effects or problems uncovered on a severely matted or neglected coat, an additional charge of £10 per hour will be added for the additional work required to remove matts..

No dog will be subjected to stress or discomfort and all dogs will be groomed in accordance with The Animal Welfare Act 2007 it states 'animals are to be protected from pain, injury and suffering' Pristine Pets will remove matted coats by the safest, humane methods to ensure no distress is caused to the animal. The brushing out of small knots may be possible but matting will be shaved in order for us to comply with the Law.

We are a flea free salon and intend to stay that way!

If we discover fleas on your dog during the groom we have no option but to bath your dog immediately in a suitable shampoo in order to prevent an infestation in the Salon. A minimum charge of £15 will be added to your bill to cover the additional salon cleaning that will need to be done.

Your dog may be photographed before, during and after its groom. These images may be used on Pristine Pets website/Facebook pages etc. unless you specifically request us not to do so. Any such request not to be photographed will be detailed in writing on our dog grooming customer care card.

Full payment is required on collection of your dog.

Cancellations must be made more than 24 hours before your appointment. Failure to do so will incur a £10.00 fee as will missed appointments.