

Terms and Conditions

Welcome to Goose and Lettuce Dog Salon! We're thrilled to pamper your furry friend. Before we get started, please take a moment to read through our Terms and Conditions. By entrusting your beloved pet to our care, you agree to the following:

Appointment & Cancellation Policy

Rescheduling

🕒 24-hour notice required.

💖 Contact us to reschedule.

🐕 New appointment will be based on availability.

We understand that life happens! If you need to reschedule your appointment, we kindly request at least *24 hours' notice*. This allows us to offer the slot to another furry friend. You can reschedule by calling us, sending us an email or message us. Rescheduling is subject to availability.

Late Cancellation/No-Show

🐾 If cancellations are made with less than 24 hours' notice more than twice, they may be subject to a cancellation fee of 50% of their estimated service price or a deposit of 50% made on booking their next appointment.

Health & Safety

Vaccinations



Up-to-date vaccinations required.



Proof may be requested.

For the safety and well-being of all our clients and staff, we require all pets to have up-to-date vaccinations. Please provide proof of vaccination upon request. We reserve the right to refuse service to any pet that appears to be unwell or poses a health risk.

Up to Date Health Conditions

Please provide all health conditions for the dog

In cases of severely matted dogs, they may be subject to our excessive matting charge of £30 which covers our equipment sharpening cost and extra time. This is to ensure we are using the highest quality equipment we can for our clients. Under the Animal Welfare Act 2006, we cannot brush a mat out for longer than 10 minutes, so we must clip it out to prevent harm. Sometimes if a mat has been there for a long time, blood rushes to the area afterwards causing a swelling, sometimes shaving a mat off can cause skin irritation. As a salon, we do not take any responsibility for this, but will always advise the owner to seek veterinary advice.

Matting Policy



Severely matted coats may require shaving.



Shaving can reveal skin irritations.



Owner consent is required.

Grooming Services & Pricing

Pricing

 Prices vary by breed and coat condition.

 Quotes are estimates.

 Final price may vary.

Our grooming prices vary depending on the breed, size, coat condition, and specific services requested. We will provide you with an estimated price before the grooming session begins. However, please note that the final price may vary depending on the actual time and effort required to groom your pet. We will always attempt to contact before adding extra charges.

We understand that within a busy lifestyle it may be difficult to know the style you want for your dog. We are happy to make adjustments to the groom if you return to collect your dog and are unhappy with style. However please note that if you leave the salon before asking for adjustments, a fee of £15 will be applied to make an appointment to come back as we will be styling a dirty coat. Adjustments can only be asked for within 24 hours of the groom.

Satisfaction Guarantee

 We strive for happy tails!

 Contact us within 24 hours with concerns.

 Adjustments may be made within 24 hours of the groom

Collection and Payment

Collection

Late collection may be charged

The dog will only be released to you

On collection of your furry friend, we will only release them to yourself unless agreed upon at the beginning of the appointment. We understand that life happens and it is not always possible to get back to the salon on time. We will always give adequate notice of when your dogs groom will be complete, agreed upon at the beginning of the groom. However, if you are more than

30 minutes late to pick up your dog, there may be a late pick up fee of £10.

Groom Termination

We reserve the right to terminate a groom at any point during the session due to behaviour problems, parasites or a health condition, or any other factor we communicate to you. We strive for a parasite free salon, so in the event of a parasite infestation found, we will terminate the groom and charge £30 to cover fumigation of the salon and 50% of the predicted charge for the service due to terminating the groom and cancelling the slot.

Privacy

At Goose and Lettuce Dog Salon, we collect some personal data to ensure we are able to contact you about your dog, and gain as much information as we can to keep your dog safe. This is collected in the form of a client record/ grooming notes that we keep digitally using microsoft OneNote in password protected notebooks. We may contact you via post, email or text regarding promotions, queries about your dog during grooming or to book in for your next groom. We will not pass on information about you or your pet unless it is to a veterinary practice in an emergency as described in our emergency section. We will keep records for 1 year after your last groom and will be kept in a safe, secure, locked file. At any point you can see what data we use and have the right to erase the data.

We love to take pictures of your pet at Goose and Lettuce Dog Salon, by signing, you agree for us to use photos and videos of your dog we collect on our socials and website. Please disclose before the groom if you do not consent to your dogs pictures being shared, there will be an opportunity on the day to tick or deny the option on your client files.

In case of emergency

We will take the best care we can of your dog and are fully insured to groom your dog. However in an emergency situation where first aid and veterinary attention is needed, we will take your dog to the emergency veterinary practice and will provide the vets with your contact information. We will always attempt to contact all the contacts given on the client record throughout the emergency. You also consent to us giving relevant information about you or the dog to the veterinary practice as needed.

Final Notes

The Owner is responsible for informing us of any known medical conditions, injuries, allergies, skin conditions, sensitivities, behavioural issues, anxiety, mobility problems or other circumstances that may affect their dogs grooming appointment. This includes any pre-existing or underlying conditions, whether diagnosed or not, that may become apparent or aggravated during grooming.

Grooming can involve risks including, but not limited to, bruising, nail injuries, stress, overheating, minor cuts, scratches, skin irritation, allergic reactions, and aggravation of existing conditions. In some circumstances, a pre-existing or underlying condition may only become apparent during or after grooming.

By booking an appointment, the owner acknowledges these inherent risks and confirms that, to the best of their knowledge, their dog is fit and well enough to be groomed. The owner agrees to inform us before grooming of any condition, medication, treatment or other relevant information that may affect the dogs health, safety or ability to tolerate grooming.

We will take reasonable care and appropriate precaution when grooming your dog, However we cannot accept responsibility for injury, illness, deterioration of a pre-existing condition or other adverse reaction arising from an underlying or undisclosed condition, or from the inherent risks associated with grooming, except where such loss or injury is caused by our negligence or where liability cannot legally be excluded or limited.

If we believe that grooming may pose a risk to your dogs health or welfare, we reserve the right to stop or refuse the groom. Where appropriate, we may recommend that you seek veterinary advice before grooming can continue.

If an injury or medical concern occurs during an appointment, we will contact the owner as soon as reasonably practicable and, where we consider necessary, may seek veterinary assistance. The owner remains responsible for any veterinary or other medical cost arising from their dogs pre-existing conditions, underlying health issues or other circumstances not caused by our negligence.

Nothing in these terms is intended to exclude or limit any liability that cannot lawfully be excluded or limited.

By signing, you acknowledge that you understand and agree to these terms of service for all of your appointments. Thank you for choosing Goose and Lettuce Dog Salon! We can't wait to make your pet look and feel their best! 🐾