



TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR Bee & Bloom Grooming

All clients are required to complete and sign our terms and conditions and then promptly return them to us before we undertake your pet's first grooming session.

We understand Data protection is very important therefore all your data is strictly confidential and under no circumstances will it be shared with any third party.

If your pet has any new health conditions or anything has changed before their grooming session we would appreciate it if you could please inform us of these changes so that we can best care for your pet to the highest possible standards and ensure a safe and comfortable environment for them.

OUR BUSINESS INFORMATION: We are Bee & Bloom Grooming and our business address is 141 Clydes Ln Goldsboro NC 27530 We are reachable by phoning us on 919-766-6887 or by sending an email to Bee.Bloom.Groom@gmail.com which we aim to reply to within 24 hours of receiving it. If there is a need for us to contact you we will do so by phone or by emailing the email address provided to us by yourself. Please state your preferred method of contact in our introduction forms so that we can use this for future reference.

BEFORE YOUR PETS GROOM: Before dropping your dog off with us, please make sure they have been to the toilet before their grooming session begins so they are comfortable during their time with us. We make sure your pet always has access to fresh water whilst they are with us. We also advise that you don't feed your pet 30 minutes before their scheduled grooming appointment.

Unfortunately, we do not express anal glands, we feel this is a job for your vet so please make an appointment with them if your dog needs this done.

GENERAL INFORMATION

LATE ARRIVAL: We kindly ask that all clients arrive on time for their scheduled appointments to help our day run smoothly and ensure fairness to all clients. We understand that delays can happen; however, if you arrive more than 15 minutes late, we may need to reschedule your appointment for another date. As we operate strictly by appointment only, each time slot is reserved exclusively for your pet and cannot be filled if missed. Late arrivals may be treated as missed or cancelled appointments, which results in a loss of earnings.

Please note that all deposits are non-refundable in the event of a missed or late appointment.

LATE COLLECTION: As we are a grooming salon and not a boarding facility, we are unable to accommodate dogs remaining with us beyond their scheduled pick-up time. A late collection fee of \$15.00 per 30 minutes will be applied for any delay beyond the agreed collection time. This fee will be added to your grooming invoice and is payable at the time of service. We appreciate your understanding, as this ensures our team is fairly compensated for additional time and helps us manage our schedule efficiently.

DEPOSITS & CANCELLATIONS: A non-refundable deposit of \$20 is required at the time of booking to secure your dog's grooming session. This deposit will be deducted from your final grooming fee if the appointment goes ahead as scheduled.

In the event of a cancellation:

- If you provide at least 48 hours' notice, we are happy to carry your deposit over to your next appointment or issue a refund if requested.
- If less than 48 hours' notice is given, or if the appointment is missed or re-scheduled multiple times, the deposit will be retained to cover the cost of the lost appointment slot.

To cancel or reschedule, please contact us by calling 919-766-6887 or emailing Bee.Bloom.Groom@gmail.com.

The deposit will be refunded by the method you used for payment at the time of booking your grooming appointment. If you wish for it to be refunded using a different method, please inform us of how you would prefer to be refunded and we will do our best to sort this out for you. Refunds will be paid within 14 days of us being informed of the refund request. We will confirm the request by writing either by email or letter. If for any reason the 14 days cannot be met we will inform you immediately.

If the grooming session has started but we are unable to proceed and finish the full grooming session due to your pet's uncooperative or aggressive behavior, we will have to end the grooming session immediately. for the welfare and safety of our staff and your pet.

We ask that you honestly answer our questions about your pet's temperament and any worries you may have about them being groomed so that we can prepare ourselves for their grooming session and assess whether we think they are suitable to be groomed in our salon safely.

We reserve the right to cancel the grooming session if we feel under threat and that we have not been properly informed of your pet's behavior. A reasonable charge will be charged for the time spent trying to groom your pet and the allocated slot appointed to you.

CHARGES: Our prices are based on the size and coat type of your pet. Please understand that quotes charged for a standard cut of the breed of dog you request to be groomed may vary if the pet is matted, or needs a special trim which will include shave downs. Please inform us of the exact cut you require at the time of booking so we can provide you with an accurate price. The price of the groom will be the price stated at the time of booking if the exact grooming style is agreed upon.

Please note that our standard grooming charge is for pets that are used to being professionally groomed and their coats are well maintained by brushing and washing in between grooming sessions. If when your pet is dropped off and we do our consultation, we feel your pet's coat may need extra services to get it to the expected standard we will discuss this with you before we start the grooming service. If we need to contact you we will do so by your preferred method of contact.

Please be aware that extra charges may occur if your pet's coats are matted, knotted, maintained to a poor standard, or excessively overgrown.

This is because it will take extra time to get their cut to the standard we aim to reach.

An uncooperative or aggressive pet during our grooming session may also be charged more as it will require unexpected extra time and care.

If we are unable to complete a groom due to behavioral problems or aggression you will be charged the price of the groom. All costs are payable in full at the time you collect your pet.

Bee & Bloom Grooming has the right to refuse to groom a pet at their discretion without a given reason.

PUPPIES' FIRST HAIRCUT: Here at Bee & Bloom Grooming, we start puppy grooming from 12 weeks old, after they have completed their second set of vaccinations and confirmed Rabies vaccine completed. We recommend having their first grooming session when they are this age so they can get used to the grooming process young so it won't be a stressful experience for them later in life.

You can however start home grooming from a younger age by using an appropriate brush to brush your puppy so their first grooming session will be more familiar for them. If you need help choosing a brush to groom your puppy just ask us.

We allocate more time for puppies to have their first grooming session so we can make them feel as safe and secure with us as possible. We recommend regular brushing your puppy (don't forget to use an appropriate brush) and holding their paws to prepare them for nail clipping. Bringing them for grooming sessions on a set rotation is a great idea so the whole grooming process becomes familiar and comfortable to them.

PARASITES/ TICKS/FLEAS: If we find fleas/parasites on your dog, we will contact you straight away so you can collect them immediately. Grooming will be stopped at this point, depending on where we are up to in the grooming process a fee may incur.

We will then arrange a new date that is convenient for you to complete the full grooming service.

We will not under any circumstances attempt to remove ticks ourselves, we deem this dangerous and feel this should be done by your vet to ensure the tick is removed safely & successfully.

LIABILITY. The owner understands that by leaving their pet in our care they leave their dog entirely at their own risk and discretion.

Whilst we take every safety measure extremely seriously we can not accept any responsibility or liability in the case of any injury, death, or illness of your pet whilst in our setting.

We advise having pet insurance before your pet's groomed in the unlikely event your pet needs emergency veterinary care.

PHOTOGRAPHS: We love taking photos of your dogs during their grooming sessions especially our before, during, and after groom photos. Photographs may be used on our Bee & Bloom Grooming website, socials, and printed promotional documents. Please let us know if you prefer your dog not to be photographed and have its picture on any of our social media.

MATTED DOGS: If your pet's coat is matted you acknowledge and agree that it may not be possible for Bee & Bloom Grooming to achieve the style that you desire. Bee & Bloom Grooming will try our very best to meet your requirements however a matted coat may result in us having to clip/shave your pet's coat short.

If your pet's coat is badly matted it will require a long grooming session. In accordance with the Animal Welfare Act, we will not spend more than 15 minutes de-matting.

It is extremely important to us that your pet is comfortable and matting can be painful to remove, therefore clipping/shaving short may be the most suitable option. It's important to not leave the fur matted as this will aggravate your pet's skin and cause overheating resulting in your pet being in pain and discomfort.

We will discuss this prior to the groom and Bee & Bloom Grooming will require you the owner to sign the Clipping/Shaving policy.

There are risks such as cuts, or abrasions when shaving and this may result in irritable itchy red skin. It's important to keep on top of grooming to prevent this from happening in the future.

Dematting is not without risk so we do not accept liability for any abrasions, cuts, or sores after the grooming session. If you need any advice about how to look after your pet's skin after being shaved just let us know. we are happy to help.

There will be an additional charge for de-matting due to the amount of time and care it takes. The additional charges will depend on the severity of the matted coat:

GROOM FEEDBACK: **Bee & Bloom Grooming** will provide you with detailed feedback after every grooming session. We will speak to you directly but understand that sometimes you may be in a hurry and it may not be possible so we also do an end-of-groom report with all the pampering your pet has had and how they were during their groom

If you have any queries or need further clarification or information please just ask or contact Bee & Bloom Grooming asap. We are more than happy to discuss any details of your pet's grooming session or advise you about how best to care for your pet's coat after their grooming sessions.

If you are however unhappy with any part of the service that you have received please let us know before you leave the salon. We are happy to alter the cut immediately or note down any changes for the next grooming session. We want you to be 100 percent satisfied with your pet cut so please do let us know if we can do anything to make your experience even better

ELDERLY PET POLICY: From time to time, grooming can expose underlying medical problems or aggravate an already existing one. If your pet is over the age of 10 please make sure you have updated your pet's introduction forms with any new illnesses or health conditions that you may feel could impact your pet's grooming experience. It's important we know of any health issues no matter how big or small before starting the grooming process.

Older pets have a higher chance of being injured during the grooming process. By agreeing to have your pet groomed with us you are accepting that you alone are liable for any accident or injury that may occur whilst your pet is at the salon and any vet expenses are for you to settle.

CLIENT'S CONSENT

By signing these terms and conditions, you the owner agree to hold Bee & Bloom Grooming harmless from any liability or responsibility whilst your pet is in our care.

Any alteration to this agreement must be in writing and signed by both parties, although the terms of this agreement can change at any given time. You will be notified of any changes.

I have read the terms and conditions thoroughly and agree to give my full consent to Bee & Bloom Grooming

*Client name: _____

*Date: _____

*Your signature: _____

Bee & Bloom Grooming:

Dog groomer: _____

Date: _____

Signature: _____