



Dog Grooming Terms & Conditions

1. It is strongly recommended that a standard groom is generally carried out every 6-10 weeks to keep your dog looking its very best and to maintain the dogs coat to avoid excess matting.
2. Dangerous Dogs -The owner agrees to inform Nanny McPets Grooming prior to grooming if the dog has bitten or has aggressive tendencies, we would appreciate being informed IN ADVANCE so that we can be fully prepared for any additional time and effort that may have to be allocated. This may result in an extra charge which will be agreed with you in advance. We reserve the right to muzzle your dog or ask you to muzzle your own dog or refuse to groom it if it represents a danger. Unless discussed and agreed beforehand we reserve the right to turn your dog away without grooming it; however, the full price to your groom will be charged because at that point I cannot fill your appointment. My finger and hands are important.
3. Normal Condition- It is assumed that you will present your dog in a normal condition. That is you groom your dog from home (right down to the skin) regularly between appointments, and you will present your dog at the appointment in a unmatted and dry state. Any condition other than “**Normal**” will most probably take longer to deal and will incur additional charges.
4. Cancelling your appointment or late arrivals- When you make an appointment with Nanny McPets you are obliged to pay for it. We require 48 hour’s notice or the full fee will be incurred. If you are more than 30 minutes late and have not made contact with us then we will price the groom will be payable before another appointment can be made.
5. Please ensure that your dog has had a chance to relieve itself before you have the appointment, we do not have the time to do this for you. If your dog defecates or urinates during the grooming process and requires a second bath you will be charged appropriately.

6. De-matting Policy:- we have a non-de-matting policy in compliance with Animal Welfare Act 2006 which states that “all animals are to be protected from pain, injury suffering and disease. Attempting to brush out heavy matting would lead to a great deal of pain and discomfort to a dog. If you bring your dog with more than 20 minutes of de-matting work, we are required by this act to clip your dog’s coat.

7. If we find that a dog has anxiety issues during the groom, we will contact you immediately to agree the next steps in order to not traumatise your dog as we want the grooming experience to be an enjoyable one for both you and your dog.

8. We take photos of each dog before and after the groom to keep on file. We may use some photos in advertising our service and/or post on our social media sites. Please let us know beforehand if you do not wish your pet’s photos to be made public.

9. Flea Policy:- We will check for fleas during 5 health check and will advise if your dog need to be treated. Any dog found to have fleas will go straight to the flea bath special shampoo to remove the fleas. Therefore, we make a charge £10.00 per dog to cover extra costs involved. If a dog is presented with fleas the Trailer must be fumigated with flea treatment & taken off road to ensure fumigation is carried out fully to prevent cross continuation. £25.00 price includes for materials and my time carrying it out.

10. Day Care – We do not have the space to provide a doggy-daycare service. If you do not collect your dog at the agreed time, we will charge £10.00 per half hour for dog sitting unless discussed prior to your appointment