

Terms and Conditions

1. We kindly ask that you ensure your dog is fed, watered and toileted before the appointment.
2. Any pre-existing coat or health conditions of your dog will be detailed on booking your first appointment and we ask that any prescription shampoo be provided for us to use during the groom.
3. We reserve the right not to accept a dog that presents risk of injury to itself or staff.
4. **DE-MATTING POLICY** - Removal of matting is essential in the treatment and prevention of hotspots and sores, fungal and bacterial infections, yeast infections, flea infestations, moist eczema, mites and lice, maggot infestation, urine and faeces scalding, eye and ear infections, severe itching, scratching and redness. We reserve the right to de-matt and shave the coat very short in order to properly groom a severely affected coat. This treatment is not routine and as your dog may look very different afterwards, we will, at all times, seek the owner's consent before carrying out the procedure.
5. **STYLE** - Every effort will be made to groom your dog to meet your expectations. It must be made clear however, that no guarantee can be made in this regard, and we accept no responsibility for the groom being carried out according to instructions, but not to your visual expectations. Records are kept in order to track progress and it may take several grooming sessions for the coat to grow to desired style.
6. **SAFETY** - Whilst in our care, all dogs are treated with the utmost care and attention. We will ensure your dog is safe and secure within the van, and will use only superior quality products. We will not continue a groom on a dog that becomes severely anxious or aggressive.
7. It may be necessary for us to use a muzzle on your dog for both its own safety and that of the groomer. We carry a selection of comfortable, various sized muzzles, which allow your dog to breathe normally and drink if necessary. A muzzle serves to both calm the dog and prevent damage. We carry dog bowls and fresh water for dogs that may become dehydrated.
8. **CANCELLATIONS** – Cheshire Wags route appointments according to time and customer location. We understand that it is sometimes necessary to cancel an appointment, however in recognition of the fact that we will be unable to fill the appointment at very short notice; customers are liable for full payment of the grooming session for cancellations within a 24 hour notice period, and we ask that you make any cancellation as far ahead as possible.
9. **COSTS** - Cost estimation will be provided at the time of booking and this is subject to assessment of the dog on the day. Some cost adjustment, with owner's signed agreement, may be made in respect of the dog's size, coat condition and the style and time required. All payments must be made on return of your dog.
10. We accept cash and cheques and can take payment through PAYPAL.