

Terms and Conditions

All cat owners / persons responsible for the cat **are required to agree** to these terms and conditions before their pet's first and subsequent grooming appointments, by completing and signing the Client Consent form. Copy of form is attached to these Terms and Conditions for reference and will be sent to the client upon first booking.

Please note that wherever 'the groomer' is stated in these Terms and Conditions, this refers to 'The Meow Meow Groomer'.

1. Bookings & Deposit

- 1.1. All bookings require a **£20 deposit / booking fee** which is **non-refundable**. The deposit may be transferable to another appointment if given **72 hours or more notice** before the time and date of the appointment.
- 1.2. Deposits can be taken in-person (cash or card), or by BACS. If paying by BACS, payment of the deposit must be received **within 24 hours** of the booking being made.
- 1.3. If the deposit payment is **not** received within 24 hours of the booking being made, the booking will be **cancelled** and available to book by other clients.
- 1.4. The deposit will be **deducted** from the cost of the grooming session on the day of the appointment.
- 1.5. The **price quoted** at the time of booking is an **estimate**, based on the information given by the owner at the time of the booking, and can be subject to change depending on the circumstances. e.g., the owner may have booked a 'groom through' but the groomer finds severe matting of the coat which instead requires clipping.
- 1.6. If the owner or a representative is not present at the time of the booking (i.e., no-one at home when the groomer arrives at the session site booked by the owner) the deposit **will not** be refunded, and it will **not be possible to transfer** it to a new booking at a different day and / or time.
- 1.7. If an owner wishes to **cancel** an appointment, they must do so by contacting the groomer as soon as possible by email, text or a phone call. If a cancellation is received, the groomer will acknowledge the cancellation as soon as possible. It is the customer's responsibility to chase up a cancellation with the groomer if no acknowledgement has been received.
- 1.8. If giving at least **72 hours' notice of cancellation**, the non-refundable deposit can be moved to another appointment time and date (where the cancellation has been acknowledged by the groomer). In all other cases, the deposit is non-refundable / transferrable.

2. Payments

- 2.1. The owner agrees to pay the price for the grooming session.
- 2.2. During consultation at the start of the appointment (first and subsequent) the owner will have the **cost** for the grooming session **confirmed** based on the circumstances. This follows an examination of the cat's coat, condition, and behaviour, all of which can affect the time required, the products used

and the grooming options available. This cost may differ to the estimated price quoted at the time of booking. Examples are, but not limited to: - the owner may not be aware that their pet has severe matting of the coat and therefore may require clipping rather than a groom-through, a flea infestation may be found etc.

2.3. Payment is due **at the time** of service and can be taken via card, cash or BACS.

3. Cat and Groomer Safety (including Flea infestations)

3.1. Health & Safety

3.1.1. For Health & Safety reasons it is a requirement that **claws will be trimmed** at the start of all grooming sessions to protect the groomer and cat. Occasionally, if the cat moves suddenly or is aggressive, the 'quick' of the claw can be clipped which may cause it to bleed. This will be treated with first aid, and you agree the groomer will not be liable for any subsequent treatment required.

3.2. The Cat's Health

3.2.1. The owner / person responsible for the cat takes **full responsibility** for ensuring the cat is deemed as fit and healthy for the grooming session.

3.2.2. The groomer retains the right to **refuse to groom** any cat that is felt to be a health risk or are in a condition where grooming could be a risk to both the cat, other cat clients and the groomer's safety.

3.2.3. Should a health risk or serious medical problem be discovered whilst grooming a cat, the session will be **stopped**, the owner notified, and the owner agrees to seek appropriate veterinarian treatment. The deposit will **not** be returned / transferred, and the full cost of the groom may still apply, at the discretion of the groomer.

3.2.4. It is essential that owners **disclose** any illness, injury, or health matter that their cat has prior to, and at the time of, the grooming session. This includes pregnancy, diseases, allergies, pest infestations and skin conditions.

3.2.5. The owner agrees that the groomer is **not responsible** for any pre-existing problems or conditions found or incurred during the grooming session and that no liability will be accepted by the groomer. The owner agrees to pay for any medical treatment incurred as required.

3.2.6. The groomer will not be held responsible for any irritation or hair loss if the owner has **failed to disclose** information relating to any allergies and / or skin conditions.

3.2.7. The groomer will **not** be held responsible for any injury incurred during the grooming process if the owner has failed to disclose information relating to any physical and / or medical condition such as elbow or hip dysplasia, epilepsy etc and the owner agrees to pay all medical treatment incurred due to such.

3.2.8. The groomer is **professionally trained and qualified** and will always take the greatest care of the cat during the session. However, any grooming of a cat is done so **at the owner's risk** and the owner agrees to release the groomer from all liability.

3.3. Aggressive Cats

- 3.3.1. It is essential that **owners disclose** if their pet displays any aggressive behaviour. This will help the groomer to plan the session and ensure grooming is completed in the safest and humane way possible, for both the cat and groomer.
- 3.3.2. The groomer is trained to handle cats that are somewhat aggressive. However, the groomer **retains the right to refuse** to groom any cat that is felt to be a risk to both the cat's and groomer's safety due to aggressive behaviour (including where the cat becomes highly stressed). The owner agrees to pay all costs for the groom even if we are unable to complete it
- 3.3.3. The groomer will **attempt** to carry out the grooming session for an **aggressive** cat, dependant on the health of the cat, and risk to the groomer, and this may require the cat to be **muzzled** and **restrained** with a soft cone or air muzzle.
- 3.3.4. Due to the Health and Safety risks involved to both the cat and groomer, cats showing signs of aggression will **not be bathed**.
- 3.3.5. Should aggressive behaviour be discovered whilst grooming a cat that is deemed **too much** of a risk, it may be necessary for the session to be:
 - 3.3.5.1. Broken down into multiple, shorter sessions (potentially at an additional cost to the owner)
 - 3.3.5.2. Adapted – e.g., a dry bath be given instead of a wet bath. The full cost of the groom may still apply, at the discretion of the groomer
 - 3.3.5.3. Stopped / discontinued - the owner agrees to pay all costs for the groom even if we are unable to complete it
- 3.3.6. No liability will be accepted by the groomer in injury caused by the difficult or aggressive behaviour of the cat.

3.4. Fleas

- 3.4.1. Should live fleas be found at the time of the grooming session, an **additional £5** will be applied to the session fee to cover additional costs due to ensuring the equipment and groomer's clothing does not transfer fleas to the next appointment / home.

4. The Grooming Session

- 4.1. The groomer will always strive to **be on time** for the appointment. As we are a mobile service, weather and traffic can sometimes cause a slight delay. The groomer will phone / text to let the owner know if running a few minutes late.
- 4.2. The owner agrees that they, or a nominated representative, is **at home** for when the groomer arrives at the confirmed session time. If there is no one at home when the groomer arrives, we will try to contact the owner and will wait for a **maximum of 15 minutes**. If we are unable to contact the owner, and there is still no attendance within the 15 minutes after the start time, the groomer will need to leave so as not to cause a delay for other cats booked in for that day / evening.

- 4.3. If the owner or a nominated representative is **not present** at the time of the booking (i.e., no one at home when the groomer arrives at the session site booked by the owner, or within 15 minutes of our arrival) the deposit will **not be refunded**, and it will **not be possible** to transfer it to a new booking at a different day and / or time.
- 4.4. For **all** grooming sessions, **claws will be trimmed** at the start to protect the groomer and cat. Occasionally, if the cat moves suddenly or is aggressive, the 'quick' of the claw can be clipped which may cause it to bleed. This will be treated with first aid, and you agree the groomer will not be liable for any subsequent treatment required.
- 4.5. The owner will ensure as far as practicably possible that the cat has had **ample opportunity** to go to the toilet prior to their grooming session.
- 4.6. The owner understands that it is advisable the cat is **not fed within 2 hours** before the appointment to avoid, where possible, any unexpected toilet needs.

5. Groom Throughs

- 5.1. A groom through will include a de-shed comb-out of the cat's coat which removes the dead hair that is found during the appointment.
- 5.2. Although a groom through may **reduce shedding** of hair within the home, shedding is a natural cycle and the groom through cannot **stop this from happening**. The rate a cat sheds is determined by their breed, health, diet, stress levels, weather and their genetic structure. Therefore, we cannot guarantee how long the benefits of de-shedding may last for. To help reduce shedding within the home regular grooming is required and the owner will be advised accordingly.
- 5.3. Should mats / pelts be found during a groom through, and it is not possible to remove them using a comb, the mat **will** be removed with a trimmer / clipper. The owner agrees that the **removal of mats will have priority over aesthetics** of a requested groom.

6. Clipping / Trimming

- 6.1. Should the cat require a partial or full clip due to a matted / pelted coat close to the skin, irritation and **occasionally** small nicks to the skin due to **sudden movement** by the cat may occur. The groomer will advise how best to care for the cat's skin following this procedure.
- 6.2. Clipping can **uncover** pre-existing irritation (including scabs, cysts and cuts), skin diseases or other health conditions. The owner **agrees** to pay for the grooming costs even if we are unable to complete the full task due to the problems discovered.
- 6.3. Mats and knots are removed with **electric clippers / trimmers**. Hair which is removed by clipping / trimming can grow back differently e.g., a different texture or colour, patchy areas etc. The owner **accepts** this at the time of consent to clipping / trimming

- 6.4. Should the cat require hair to be **clipped** and / or **shaved** due to matting or styling requirements, the owner is made aware that the cat may need additional care due to adverse weather. For example, in the winter, the cat is advised to be kept indoors or clothed until the hair has grown back. In the summer, the cat's skin will be at higher risk of UV exposure.
- 6.5. As shaving the cat's coat can **dramatically alter** their appearance, the owner may find that other household cats may not recognise their feline sibling. This can result in aggressive and behavioural problems and the groomer is **not** to be held liable for this.

7. Maintenance Grooms

- 7.1. Following a cat's first appointment, the groomer **may** be able to give the owner a recommendation for '**maintenance grooms**. i.e., how long to leave between each session to help keep the cat's coat in the best condition possible. Maintenance grooms not only help the cat's coat, but they will also allow a **reduced rate** for the groom.
- 7.2. To receive the **reduced rate** per 'maintenance groom', the cat must attend each appointment at the intervals recommended. If subsequent bookings fall outside of the agreed schedule, or the cat's coat has developed matting / knotting / flea infestation, the tailored rate quoted will no longer apply and will be replaced with general rates.
- 7.3. There is **no obligation** for an owner to keep within the maintenance groom schedule, but the owner must accept that any tailored rate will **no longer apply** for grooming received.

8. Claw Trimming

- 8.1. For Health & Safety reasons it is a requirement that **claws will be trimmed** at the start of all grooming sessions to protect the groomer and cat.
- 8.2. Occasionally, if the cat moves suddenly or is aggressive, the '**quick**' of the claw can be clipped which may cause it to bleed. This will be treated with first aid, for which the groomer is trained, and the owner agrees the groomer will **not be liable** for any subsequent treatment required.

9. Photographs / Marketing

- 9.1. The groomer **reserves the right** to take and use pictures of the cat during the grooming session for social media, advertising, newsletters and the website. Any accompanying text may **name the cat**, but no information about the owner or their location will be displayed. If an owner does not wish pictures of their cat to be used for these purposes, they must **notify us** at the time of the appointment.
- 9.2. No photographs of a cat will be sold to a 3rd party without the owner's consent.

10. The Meow Meow Groomer

10.1. Insurance

10.1.1. The groomer holds Groomer's Insurance – details of which can be viewed upon request.

10.2. DBS Checks

10.2.1. The groomer has been DBS checked – details of which can be viewed upon request.

11. The Website

11.1. The information contained in the Meow Meow Groomer's website (www.themeowmeowgroomer.co.uk) is for general information purposes only. The information is provided by the groomer and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

11.2. In no event will the Meow Meow Groomer be liable for any loss or damage including, without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

11.3. Through this website you can link to other websites which are not under the control of the Meow Meow Groomer. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

11.4. Every effort is made to keep the website up and running smoothly. However, the Meow Meow Groomer takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.



Customer Consent Form

Customer's Details			
Owner Name			
Address			
Phone Number	Home		Mobile
Email Address			
Cat's Details			
Cat's Name			
Gender	Male	<input type="checkbox"/>	Female <input type="checkbox"/>
Cat's Age		DOB if known	
Cat's Breed			
Has the cat been neutered / spayed	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Unsure <input type="checkbox"/>
Registered Veterinary Practice			
Has your cat been professionally groomed before?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Cat's Health Information			
Please list any health / medical issues we should be made aware of (incl allergies)			
Please list any behavioural issues we should be made aware of			
Customer Declaration:			
By signing below, I agree that I have read, consent to, and agree to abide by the Terms and Conditions provided. I agree to notify The Meow Meow Groomer if there are any changes to the information I've provided above, or with my cat's health / behaviour, prior to any future grooming appointments. I understand that the removal of matting will always have priority over aesthetics. I consent to the Meow Meow Groomer grooming my cat and release The Meow Meow Groomer from all liability.			
Customer Name			
Customer Signature			
Date			