

WOOFY GROOM ROOM

When booking your appointment you automatically accept the following terms and conditions:

General Terms and Conditions

- For the safety of the staff and your pet, Woofy Groom Room requires that you disclose when booking if your dog exhibits any difficult or aggressive behaviour. We must ensure staff and pets are protected against injury.
- No liability will be accepted by Woofy Groom Room for injury caused by the difficult or aggressive behaviour of your pet.
- No liability will be accepted by Woofy Groom Room if any health problems are uncovered or aggravated by any part of the grooming process. We will endeavour to notify you of anything we uncover during the grooming.
- You give Woofy Groom Room authorisation to shave off any matted coat that we feel is causing the dog harm or distress. We will notify you beforehand. An additional cost will be incurred for any dogs that require matted coat removal. This incurs additional costs because of extra time and expertise needed to not injure the dog. Woofy Groom Room will not be held responsible for any irritation to the dog's skin caused by shaving the coat.
- If we find your dog has fleas an additional cost will be incurred for the flea treatment.
- We do not pluck ears for dogs and clip the hairs shorter instead.
- We do not express anal glands.
- All clients must fill out, sign and date a record card and agree to the disclaimer.
- Please make sure all dogs are well walked and given ample opportunity to toilet before coming to their pet grooming appointment.
- Please note that any bookings require a £20 deposit. This deposit is nonrefundable but taken off the total cost of the groom once completed. The deposit is also non-transferable unless we are notified 48 hours or more before the time and date of the cancelled appointment.
- Deposits can be rolled over from one appointment to the next.
- We reserve the right to take and use pictures of your pet for social media, advertising and education. If you do not wish pictures of your pet to be used for these purposes, you must notify us at the time of your appointment.

GDPR and Website Disclaimer

Woofy Groom Room requires certain information about you and your dog to provide the best and safest service possible. We keep detailed records of all dogs, treatments and health issues including veterinarian details. Some personal details will be retained by Woofy Groom Room and kept in accordance with the data protection principles of the Data Protection Act and will not be shared with third parties.

The information contained in this website is for general information purposes only. The information is provided by Woofy Groom Room 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. In no event will we 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. Every effort is made to keep the website up and running smoothly. However, Woofy Groom Room takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.