

GROOMIES

TERMS & CONDITIONS

Valid from 01.09.2026

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- 1. Booking & Cancellation:** Appointments can be cancelled or rescheduled free of charge up to 24 hours in advance. **Cancellations made less than 24 hours before the appointment may be charged 50% of the service price. In case of a no-show, 100% of the service price may be charged.**
 - 2. Vaccinations & Health:** Upon request, the owner must present the dog's vaccination record. **The dog must hold a valid rabies vaccination and must not show any signs of infectious diseases** (e.g., kennel cough, diarrhoea). We reserve the right to refuse service to dogs that do not meet these criteria.
 - 3. Dog Behaviour & Owner Liability:** Owners are required to inform us of any aggressive behaviour, biting history, or health conditions. Dogs with behavioural challenges are accepted on a case-by-case basis. If a dog becomes aggressive or unsafe during grooming, we reserve the right to stop the service at any time. **The owner bears full responsibility for any damage to salon property or injuries to the staff caused by their dog.**
 - 4. Parasites & Sanitation Fee:** Dogs must be free of parasites (fleas, ticks). **If fleas are discovered during grooming, a mandatory sanitation fee of 1 000 CZK** will be added to the service price to cover the deep cleaning, disinfection of the salon, and potential loss of subsequent appointments.
 - 5. Matting & Coat Condition:** If a dog's coat is severely matted, it may be necessary to shave the coat for the dog's comfort and safety. We always prioritise the welfare of the dog over aesthetics. **Please note: Shaving severely matted hair carries a higher risk of minor nicks, scratches, or skin irritation (clipper burn)** due to the mats pulling tight against the skin. We are not responsible for these minor injuries or pre-existing skin conditions hidden beneath the mats.
 - 6. Right to Refuse Service:** **We reserve the right to refuse service** if the dog's condition, behaviour, or health makes grooming unsafe or unsuitable.
 - 7. Pick-up Policy:** Please collect your dog on time after the appointment. A grace period of 1 hour is allowed. **After that, a fee of 100 CZK per started hour may be charged.**
 - 8. Late Arrival:** If you arrive late, the appointment may need to be shortened or rescheduled. **The full service price may still apply.**
 - 9. Complaints:** Any reservations regarding the styling or grooming must be reported immediately upon picking up the dog in the salon. **Later complaints of an aesthetic nature (e.g., length or shape of the cut) will not be accepted once the dog has left the premises.**
 - 10. Payment:** Payment is due after the service. We accept cash and bank transfers via QR code.
 - 11. Health & Emergencies:** If a dog shows signs of illness, injury, or distress during grooming, we may seek veterinary care if necessary. **The owner agrees to cover any veterinary costs incurred.** We are not responsible for issues arising from undisclosed health conditions or sensitivities.
 - 12. Photos & Marketing:** We may take photos of your dog for use on our website or social media. **Photos are used only with your consent**, and you may opt out at any time.
 - 13. Personal Data:** We collect and use personal information only for booking and communication purposes. **We do not share your data with third parties.**
 - 14. General:** By booking an appointment, you agree to these terms.

Thank you for your trust, and we look forward to welcoming your dog!