



## 2 Left Paws Covid 19 Terms and Conditions

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These additional **Covid 19 Terms and Conditions** are designed to safeguard our staff, customers and your pets during the period of Covid 19 restrictions. Please read these in conjunction with our standard **Terms and Conditions**. If you have any questions or don't agree with any of our T&C's please **contact us**.

### 1. General

- Due to the current Covid 19 pandemic the way in which we groom your dogs has dramatically changed. Whilst we are adhering to the strictest guidelines to prevent the spread of the disease, it must be clearly understood that clients wishing to have their dogs grooming at this time do so AT THEIR OWN RISK.

### 2. Health and Welfare

- If you OR anyone in your household has or has had symptoms in the last 14 days please DO NOT ATTEND YOUR APPOINTMENT but do let us know with as much notice as you possibly can so we can fill your slot.
- Strict timings. We will be running to an extremely strict schedule. Please arrive and collect promptly to ensure we can follow our disinfecting regime between dogs. LATE collections will be charged at £5 per 15 mins late.
- We will spray your dog before and after with a product called Lucillian. It is an antiseptic skincare product which we usually use for cuts/hotspots and grazes on dogs. This is PROVEN to kill Covid-19 so we will use it on your dogs as an extra precaution, it is safe for this use.
- Please stay behind the red line in the marked area. DO NOT cross this area.
- Use the dog hook. When you enter please use the hand sanitiser on the wall and the dog hook. The slip lead will be on the hook to attach your dog to, we will then collect your dog when you have left and disinfect the handles, hook and leads. Please keep your time in the salon to a minimum.

### 3. Services

- WALK INS are temporarily unavailable. We have to control the number of dogs/clients in the salon at any one time and also have to bath dogs straight away to minimise the risk of household cross-contamination therefore we are unable to perform any walk-in services without a pre booked appointment and a bath.

### 3. Prices and Charges

- FEES. To cover the additional time we have to spend cleaning we are able to groom less dogs per day, we have had to have a £2-£5 increase per dog (size dependent) to cover this cost to enable us to subsidize this. This increase will be in place of the next price increase so there will be no more price increases/reviews until December 2021.
- Matting Fees. As usual heavily matted dogs (not just overgrown) will be charged an additional fee of £10-£15 on top of the groom price, this is simply because it blunts our blades and takes extra time and this is the cost to cover this. We will not brush out any heavy matting that we would deem uncomfortable for your dog and have a strict "start again policy"
- No shows. If you no show and fail to give us notice (ideally 48 hours) normal cancellation fees apply.
- You can pay by card machine or by putting the exact cash in an envelope. NO CHANGE GIVEN
- your pet will be shaved for their own comfort and advice will be given on how to prevent matting occurring again.