



Terms & Conditions

Saddleworth Paws – Mobile Dog Grooming

By booking an appointment with Saddleworth Paws, you agree to the following Terms & Conditions.

1. Services

Saddleworth Paws provides mobile dog grooming services at the client's address. Services include bathing, drying, clipping, hand stripping (if offered), nail trimming, ear cleaning, and related grooming treatments as agreed at the time of booking. All services are carried out with the welfare and safety of your dog as our priority.

2. Bookings & Deposits

Appointments can be made via our website, social media, phone, or message and are subject to availability and confirmation.

New customers are required to pay a **non-refundable £10 deposit** at the time of booking to secure their first appointment. The deposit will be deducted from the total grooming cost on the day of the appointment. The deposit is non-refundable if the appointment is cancelled with less than 24 hours' notice or in the event of a no-show. If Saddleworth Paws cancels the appointment, the deposit will be refunded or transferred to a rescheduled booking.

3. Cancellations & Missed Appointments

A minimum of 24 hours' notice is required for cancellations or rescheduling. Cancellations made with less than 24 hours' notice may result in the loss of the deposit and may be charged up to 50% of the remaining grooming fee. Failure to be available at the agreed appointment time may result in the full grooming fee being charged.

4. Pricing & Payment

Prices are based on breed, size, coat condition, behaviour, and time required. Additional charges may apply for heavily matted coats, excessive dirt, fleas, or aggressive behaviour. The remaining balance is due on completion of the service.

5. Dog Health & Behaviour

All dogs must be fit and healthy enough to be groomed. Owners must disclose any medical conditions, injuries, skin issues, parasites, or behavioural concerns. We reserve the right to refuse or stop a groom if a dog becomes distressed or poses a risk. Partial or full payment may still be required.

6. Matting Policy

Heavily matted coats can be painful and unsafe to groom. Where matting is severe, the coat may need to be clipped short for the dog's welfare and additional charges may apply. Saddleworth Paws is not responsible for pre-existing skin conditions revealed once matting is removed.

7. Fleas & Parasites

If fleas are discovered during grooming, immediate treatment may be required and an additional charge may apply. In severe cases, the groom may be stopped for health and safety reasons.

8. Owner Responsibility

The owner confirms they are the legal owner of the dog and that all information provided is accurate. Saddleworth Paws is not liable for illness, injury, or death resulting from pre-existing or age-related conditions.

9. Photographs & Marketing

Before-and-after photos may be taken for marketing and social media use. Please inform us in advance if you do not consent.

10. Liability

All grooming equipment is used with care but is sharp by necessity. Saddleworth Paws is not liable for minor nicks, irritation, or stress-related reactions. Liability is limited to the cost of the grooming service provided.

11. Data Protection

Customer information is stored securely and used only for booking and communication purposes, in accordance with UK GDPR regulations.

12. Acceptance of Terms

By booking an appointment with Saddleworth Paws, you confirm that you have read, understood, and agree to these Terms & Conditions.