



TERMS & CONDITIONS

1. If you need to cancel your appointment we kindly ask you to give us a minimum of 24 business hours' notice. Failure to do so may incur charges of 50% for the missed groom.
2. Our booking platform will send you a confirmation message for your booking and then a reminder the day before. House Of Hounds is not responsible if you 'forget' your appointment. If you fail to show for your appointment you will be charged 50% for the missed appointment. You may also be asked to pay a 50% upfront deposit for any future bookings. All new customers are required to pay a €20 deposit on bookings.
3. We work to a very tight schedule. So it is really important that you keep to your scheduled drop off and pick up specified times. We ask this in order to avoid affecting our service level to other clients. If you arrive more than 15 mins late for your appointment we reserve the right not to carry out the appointment, or only do what we can within the time frame or charge you in full for the appointment.
4. We ask that you ensure that your pet has been to the toilet before their visit and has had some light exercise if possible.
5. If you arrive a little early to collect your dog and your dog is on the grooming table we ask that you keep out of sight and not let your dog hear you. Naturally your dog will get excited upon hearing or seeing you which might make it unsafe for us to finish the groom.
6. If your dog is being dropped off by another person we kindly request that you let us know your groom specifications in writing or by phone. Just to ensure there are no mixed messages or confusion.
7. Each client will have a consultation prior to the groom where we discuss your grooming preferences. We will do our best to adhere to your consultation requests but please remember not all coats are the same. The condition of the coats can vary with breeds. If your dog is matted, grooming styles are not always possible to consider.
8. As part of our service we do a health and hygiene check on your dog, on occasion we can notice something that may need veterinary treatment we will advise if we feel the dog needs to seek professional veterinary advice.
9. House of Hounds have a non-de-matting policy in accordance with the Animal Welfare Act 2013. Which states that "an animal is to be kept and treated in a manner which safeguards its health and welfare". Attempting to brush out a heavy matted coat would cause unnecessary pain and discomfort. Therefore we will always advise upon clipping out a damaged or matted coat. If it is necessary to clip out the coat we will require your permission to do so prior to the groom.

10. For heavily matted dogs that require a clipping out there is a min charge €15 on top of the total groom cost. You will be required to sign our matted / shaven down waiver.
11. If your dog is found to have fleas, we will immediately treat your dog, by washing them in special shampoo. However we will not continue with the groom. We will also advise that you continue the flea treatment at home. If we find a tick on your dog we will remove it and also wash your dog in medicated shampoo. However if your dog has an infestation of fleas, ticks or other we reserve the right to discontinue with the groom. The salon will also have to be treated in order to prevent cross contamination. There will be a charge of €15 to cover the costs of your pets parasite treatment and that of the salon.
12. Please note we do not groom pregnant dogs, bitches in heat nor dogs that are under sedation or under veterinary care for an illness (eg an infection) .
13. Some dogs may have challenging behaviours and can become nervous. We may have to groom in two time slots in order not to stress the dog out or take longer with the groom. We will advise on this during consultation or during the groom if the dog becomes too anxious. Please note: we reserve the right to discontinue with a groom if a dog becomes excessively aggressive, or extremely stressed. This is to protect the dog and the health and safety of our staff. We reserve the right to charge for either the full groom price or part thereof.
14. You must let us know if your dog has any pre-existing medical conditions. Or if your dog has any allergies or behaviour issues . We keep records of this as it is very important that we have full knowledge of anything that might have an impact during your dog's visit to the salon. We will also require you to provide us with your vets contact details.
15. It is your responsibility to ensure that your dog's vaccinations are kept up to date and that your dog is on a regular parasite preventative treatment.
16. We quite often take pictures prior and after a groom which we keep on file as a reference guide. We also may use photos of your dog once groomed for promotions and on our social media platforms or website. If you do not wish for us to feature your dog please let us know prior to your appointment.
17. We are quite happy to make slight alterations to the groom when you collect your dog if you wish for us to make a little amendment. However if you are not happy with the overall groom we ask you to advise us while in the salon or within 24 hours of the groom. The above excludes grooms with a shave down / matted waiver .
18. For your safety and those of the dogs in our care visitors are not permitted into the grooming area. Unless otherwise requested by a member of staff to assist with their own dog.
19. On occasion we like to reward your dog with a little treat, after the groom. If your dog has any allergies or you do not wish for us to do so please let us know prior to your appointment.
20. For privacy and security reasons customers are not permitted to use their phones to record or take photos of any other dog other than their own.
21. All information kept on file is for House Of Hounds purpose only. Our service providers are google forms and <https://www.savvypetspa.com>. Savvy pet private policy can be viewed online alternatively please ask a member of our staff for a copy.