

TERMS & CONDITIONS

1. If you can not make your appointment please provide 48 hours' notice. Last-minute cancellations may result in House Of Hounds requesting a 50% deposit for any future appointments. Missed appointments will be charged 100% of the grooming charge.
2. Please ensure that you arrive on time for your appointment, arriving late may incur a late fee. Arriving more than 10 mins after your appointment time may result in your appointment being canceled and you will be charged in full for the missed appointment.
3. 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.
4. We will give you a collection time when you leave your dog with us. Please advise us if you are going to be late. Failure to collect your dog within more than 30 mins of the collection time given will incur a holding fee of €5 per 30 mins.
5. New customers are required to pay a booking deposit, which is taken against the overall cost of the groom.
6. Please ensure that your dog has had some exercise and been to the toilet before arriving for your appointment.
7. House Of Hounds will modify a groom at the owner's request free of charge within 24 hours. After this period charges will apply. This excludes dogs that were matted.
8. House of Hounds has a non-de-matting policy, we will only attempt to de-matt the coat for a maximum of 20 minutes in accordance with the Animal Welfare Act 2013. We reserve the right to carry out a complete clip off the dog's coat if the matting is severe enough. You will be required to sign a waiver.
9. For dogs that are severely matted and require a shave down, during the groom some pre-existing conditions may be discovered. We will advise you of this and note it on our system. Our clippers must get under the matted coat to remove the mats, this may cause some skin irritations, burns, knicks, and cuts. However, if we deem that it is not safe to remove the matted coat we reserve the right to discontinue the groom.
10. At House Of Hounds, your dog is treated by our staff with the utmost care and caution. Our staff will not be responsible for minor nicks, and or clipper burns resulting from grooming of matted/pelted neglected coats. This includes any irritations caused or exposure to any underlying skin issues due to matting.
11. Heavily matted dogs will incur additional charges for de-matting and or/ clipping off the coat. The charges will depend on the time taken for the procedure ranging from €5 to €30.
12. It is your responsibility to ensure that your dog is fit for grooming. You must inform us of any pre-existing medical conditions that your dog has. Such as but not limited to arthritis, obesity, heart disease, infections, or any other medical issue that may be affected by the grooming process. House Of Hounds accepts no responsibility for the aggravation of those conditions.
13. As an owner, it is your responsibility to disclose and continue to disclose on an ongoing basis any medical, behavioral, other conditions or personal changes that may affect, limit or prevent your dog's ability to be groomed at House Of Hounds.
14. Senior dogs have a greater risk of injury/stress during grooming. House Of Hounds accepts no responsibility for any stressful effects grooming has on a senior dog.
15. House Of Hounds will not be responsible for any allergic reactions resulting in the usage of any products within the salon. We use only premium products which are industry approved and used as per their recommended usage. However unexpected reactions may occur.
16. It is your responsibility to ensure that your dog's vaccinations are kept up to date and that your dog is on regular parasite-preventative treatment.

17. Should your dog expose the salon to parasites the groom will stop. However, if we discover parasites present while the dog is being bathed we will wash them in medicated shampoo. We will isolate your dog and you will be required to collect your dog immediately. There will be a min charge of €20 to cover the costs of your pet's parasite treatment and to cover the expense of the fumigation of the salon.
18. House Of Hounds does not groom pregnant dogs, and or bitches in heat dogs over 40g nor dogs that are under sedation or under veterinary care for an illness (e.g. an infection).
19. 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.
20. House Of Hounds reserves the right to charge additional fees for services that we consider over and above our normal services. This includes but is not limited to, a health, aggression, or parasite problem. We also reserve the right to refuse our services to customers who do not adhere to our terms and policies and who pose a threat to staff/dogs in our care.
21. Some dogs may have challenging behaviors and can become nervous. Please note: we reserve the right to discontinue 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.
22. House Of Hounds does not groom aggressive dogs that bite. If you fail to advise us that your dog has aggressive issues and a staff member is injured you will be liable for any medical costs incurred.
23. We reserve the right to refuse service for any reason. If in the event a dog can not be groomed safely without danger to the groomer/staff member we will use a muzzle , collars, harness straps, etc. This equipment is approved by industry standards. However, we may discontinue our services mid-groom or stop a groom due to either the welfare of the dog or staff. Costs for the groom may still apply.
24. If your dog becomes ill or is hurt we may require you to seek veterinary care of our choice if your vet is not available. You will be required to pay all costs associated with medical treatment unless the illness or injury is deemed to be a direct result of the negligence of House Of Hounds. Owners are aware that dogs left in our care are done so at their own risk
25. 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.
26. 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.
27. We quite often take pictures prior to 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.
28. House Of Hounds will only use the information you supply to us to administer your account with us. We do require personal information such as your contact information, address, vet details, and information on our dog. By using our services you give us permission to collect, use and manage your personal data in relation to and for the purpose of your dog's grooming appointments. This is in accordance with GDPR guidelines and also for the purpose of marketing services/ products that may be of interest, which will be made via phone, text, email, or post.
29. All information kept on file is for House Of Hounds purposes 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.
30. Customers will be made aware of any amendments to terms, policies, or services by email, phone, text, or post. As an owner, I understand that I may be required to agree to these changes again in order for services to be provided.
31. I have read and fully understand and accept the terms and conditions of House Of Hounds.