

TERMS & CONDITIONS DOG GROOMING

CANCELLATIONS & RESCHEDULING

Our cancellation and rescheduling terms enables us to run an efficient salon and provide the required time needed to service all of our clients. We confirm bookings at the time of booking and 24 hours prior to your scheduled appointment via our booking platform.. Please understand that it is your responsibility to remember your appointment date and time.

1. If you fail to show up for your appointment or cancel on the day of the scheduled appointment there will be a charge of **100%** of the estimated groom cost.
2. There are no fees applied for cancellations or reschedules that have given 48 hours or more notice. If you give less than 48 hours notice (eg upon your reminder) there will be a charge of **50%** of the estimated groom cost. (excluding same day cancellations as mentioned above which is 100% charge).
3. If you wish to cancel or reschedule an appointment you must do so by calling the salon on 086 0668427.
4. Future appointments will not be offered if there is a late cancellation / no show fee to be paid.

ARRIVALS & COLLECTIONS

1. Appointment times are **NOT** flexible, please ensure that you arrive on time for your appointment. Clients that arrive more than 10 minutes late for the appointment may miss their appointment time and we reserve the right to charge the estimated full price of the appointment that has been missed due to lateness.
2. If a client has been late for two or more appointments we may request a 50% deposit for future appointments.
3. Please do not arrive any earlier than 10 minutes prior to your appointment time. As we can not accept dogs earlier than the allocated time.
4. We will give you a collection time when you leave your dog with us. Please advise us if you are going to be a little late. Failure to collect your dog within more than 30 mins of the collection time given will incur a holding fee of €5 per 15 mins. We do not offer a minding service.

BEFORE THE GROOM

1. Please ensure that your dog has had some exercise and been to the toilet before arriving for your appointment.
2. 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.
3. 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.

CONSULTATION

1. 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.
2. House Of Hounds will modify a groom at the clients request free of charge within 24 hours. After this period charges will apply. This excludes dogs that were matted.

YOUR DOG

1. 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.
2. 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.
3. 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.
4. House Of Hounds does not groom pregnant dogs, and or bitches in heat dogs over 30kg nor dogs that are under sedation or under veterinary care for an illness (e.g. an infection).
5. As part of our service we do an observational health check on your dog, on occasion we can notice something that may need a veterinary consultation we will advise if we feel the dog needs to seek professional veterinary advice.
6. 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.
7. 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.
8. We operate a force free grooming salon and we reserve the right to refuse service for any reason. If in the event a dog can not be groomed safely without danger to a staff member we may use muzzle , collars, harness straps, etc. This equipment is approved by industry standards and is only used as a safety measure. 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.

9. 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
10. 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.

MATTED DOGS

1. 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.
2. 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.
3. 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.

PARASITES

1. We do not accept dogs with fleas. Should your dog expose the salon to parasites the groom will stop. However, if we discover parasites present after the groom has started we will wash them in medicated shampoo. We will isolate your dog and you will be required to collect your dog immediately. A charge of 50% for the estimated groom charge will be required.

NEW CLIENTS

1. New clients are required to pay a €20 deposit for their first appointment. This is taken off the final price of the groom.
2. All new dogs must undergo an assessment groom, where we evaluate how the dog behaves during the appointment.

ADDITIONAL FEES

1. 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, matted dogs, or parasite problems. Extra costs will apply to appointments that require two staff to work on a dog. 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.
2. 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. Please note we do not trim nails after a shave down as the dog could scratch its skin and cause irritation.
3. There will be a charge of €20 to cover the costs of the bathing treatment and to cover the expense of the fumigation of the salon. You will also be required to pay 50% of the estimated groom cost.
4. Extra charges will apply for those clients who don't keep to a regular grooming schedule. More work involved in a groom will incur higher groom charges.

PRIVACY

1. 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.
2. 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 for promotions and on our social media platforms or website. If you do not wish for us to feature your dog in any manner please let us know prior to your appointment.
3. 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.
4. 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.

Customers will be made aware of any amendments to terms, policies, or services by email, phone, text, or post. As an owner, I understand by using House of Hounds services I agree to their policies, terms and conditions.

TERMS & CONDITIONS PRODUCT SALES

1. **Generally** We carry out all sales and deliveries exclusively on the basis of the following sales, delivery and payment conditions. House of Hounds (referred as the "supplier") does not carry out any commission business.

By placing an order / goods acceptance, the buyer confirms the commercial use of the goods and the payment obligation based on a purchase contract with a defined payment term. Deviating conditions of the customer require our written consent.

The supplier can withdraw without giving reasons if it can be assumed that delivery to the customer constitutes a financial risk for him. All prices are in euros and plus VAT and without further information per square meter / piece and after prior agreement and written approval as item prices. The transport risk is always borne by the buyer. Price changes are always reserved.

2. **Deliveries** The type of delivery and the allocation of the corresponding costs are determined individually, or result from the regular circumstances of the business relationship.

3. **Delivery time** In the case of outstanding quantities, the regulation of previous partial deliveries cannot be refused within the framework of our payment terms. Fixed dates only apply after we have given express written confirmation. The delivery week confirmed by us is an expected delivery date and applies to delivery ex works.

4. **Warranty** Complaints about obvious defects must be reported in writing within 3 days of receipt of the delivery. Hidden defects must be reported in writing within 7 days of becoming aware of them, but no later than 1 month after delivery. In the event of timely and justified complaints, we will make a replacement or improve it at our discretion free of charge. We have a reasonable period of at least 4 weeks to do this. If a defect cannot be remedied either by rectification or by replacement delivery, the buyer can demand a reduction in the purchase price.

5. **Payment** Without further agreements, card payments payment applies when the goods are handed over.

6. **Retention of title** The delivered goods remain our property until they have been paid for in full. If the goods are sold beforehand, the resulting claim is deemed to have been assigned to us. If amounts are received from the claim, these are to be paid to us.

7. **Data protection** We would like to inform you that we store and process your data – insofar as this is necessary for business purposes and within the framework of the law.

8. **Other** If promotional materials or promotional items are made available free of charge, they must be returned at the end of the business relationship.

9. **Place of jurisdiction of the Republic of Ireland** is the agreed place of jurisdiction.

10. **Refund Policy** For an online product purchase you can cancel and get a full refund up to 14 days from when you make your purchase. For any purchases within the salon you have 30 days for a return. You will be required to present your proof of purchase in order for refunds. House Of Hounds do not offer refunds for unwanted gifts or change of mind. This does not affect your consumer rights.

11. **Faulty Goods** If a good is found to be faulty you are entitled to a repair or replacement product. Customers are required to produce proof of purchase.

12. **Gift Vouchers** Our gift vouchers do not have an expiry date and will remain valid as long as House Of Hounds is trading. You do not have to spend the full value of your House Of Hounds gift voucher in one transaction. Any remaining balance on your voucher will be issued in the form of another gift voucher .

12. **Delivery** Delivery is with An Post / courier and can take 3-5 days. House of hounds works within the laws and jurisdiction of the Republic of Ireland.