



Handover Protocol

Please ensure

- You should not have contracted the coronavirus or be currently experiencing symptoms.
- You should not be in close contact with anyone displaying symptoms or who has had the coronavirus.
- Please confirm your agreement to the outlined protocol for the safety of both parties by responding to the email and signing the agreement.

Arrival

- Your cat must arrive in a plastic/solid surface carrier that can be wiped down with an antibacterial wipe.
- I will not take in cats in any other type of carrier.
- During drop-off, minimal contact will be made with you as the owner, this is to reduce stress on your cat, ensuring that grooming is conducted efficiently and within the allotted time slot.
- Please be at the front of the property at the scheduled time.
- Please refrain from placing any items inside the carrier with your cat, such as blankets, etc. If you choose to use puppy pads for travel, they will be disposed of upon arrival.



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Pick up

- I will contact you by phone once your cat is ready for pickup.
- The estimated time is around 45 minutes to 1 hour for a dry groom and 2-3 hours for a bath and blow-dry, which includes lion cuts. If your cat requires a Lion cut due to matting, the process may take up to 3 hours.
- I will keep you informed during the session if there are any variations in the anticipated time frame.

Payment must be made in full before the collection of your cat.

Payment

- To secure your booking, there is a non-refundable booking fee of £55, aligned with the minimum service fee for all clients. This fee will be deducted from the total on the day of the appointment. Please include a tag with your payment.
- Deposits must be made 48 hours before the scheduled appointment.
- Payment is accepted through bank transfer only, to be settled after the grooming session and before the collection of your cat. The minimum first-time fee is £65, considering the extensive work, PPE usage, and time invested.
- Additional costs may apply only if extra products, such as degreasers, are used, or if significant shaving is required (refer to matting fees on the services page of the website). Shaving is a last resort, dependent on the cat's temperament and discomfort.



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Bank Details

Lloyds Bank

Purrs and Furr cat Grooming - Sonia Redpath

Sort code : 30-93-55

Bank acc : 70392568

Consent

- ☐ I have understood the deposit protocol and will/have made payment.
- ☐ I have completed all documents to the best of my ability and disclosed important information.
- ☐ I acknowledge that all my information will be retained for record-keeping purposes but will not be shared, in compliance with GDPR regulations.
- ☐ I acknowledge the handover protocol, recognising its implementation as a measure to ensure the safety of myself, my pet, and other clients of this business.

Agreement

By signing below, I acknowledge that I have read, understood, and consent to the above checklist.

Client's Signature:

Groomer's Signature:

Date:

Date: