



# Terms And Conditions

## *Cat Health*

Your cat must be deemed fit and healthy for the grooming session, with vaccinations up to date and a veterinary health check conducted within the last 6 months (3 months for cats over 13 years).

The owner assumes responsibility for the cat's health and provides a full medical history, including allergies and medications.

## *Booking Fee*

A minimum service fee of £55 serves as the booking fee, confirming your appointment upon receipt of a bank transfer to Purrs and Furr Cat Grooming. Failure to make the booking fee payment within 48 hours may result in the appointment being made available to other clients.

The booking fee is non-refundable but can be transferred to a new date within 48 hours of the initial booking.

## *Cancellation Policy*

Cancellations will be reviewed on a case-by-case basis. To cancel, you must telephone at least 48 hours in advance. Emails or texts for cancellations will not be accepted.

The booking fee is non-refundable, but you may reschedule your appointment up to 48 hours before the original booking.

## *Matting And Skin Conditions*

Purrs and Furr Cat Grooming is not liable for skin conditions under mats, and any necessary veterinary intervention is the owner's responsibility.

The owner agrees to additional charges for de-matting and acknowledges that shaving may expose pre-existing skin conditions.



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## *Charge for Matting and Pelting*

The severity of matting and pelting will incur charges based on the level of difficulty. Charges will be discussed during the initial assessment, and the owner agrees to pay all charges before cat collection.

## *Behaviour and Health Risks*

If challenging or aggressive behaviour poses risks, the groom may be stopped with a minimum charge of 50%. Additional charges may apply for delayed grooming sessions due to behaviour, as outlined on the Purrs and Furr Services page.

## *Safety Measures*

A veterinary Air Muzzle may be used in high-risk biting situations. Claws must be trimmed for the groomer's safety, and refusal will result in the inability to perform the grooming session.

## *Infections and Diseases*

The owner must inform Purrs and Furr Cat Grooming of any infections or diseases, including fleas. An extra charge will be applied for this, and if discovered during the appointment, the fee will also be applied.

## *Hygiene Practices*

Professional grooming anti-bacterial disinfectant is used between cats. Tools and uniforms are cleaned and disinfected between each use.

## *Payment and Collection*

Payment, including any additional costs, is made by bank transfer only. All grooming sessions must be paid in full upon collection. Cats must be collected at the agreed-upon time.



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## *Responsibility for Regular Grooming Appointments*

The owner has a responsibility to keep regular grooming appointments. Failure to do so may result in Purrs and Furr Cat Grooming not providing further appointments.

This policy is in place for the welfare of the cat and to reduce stress levels during grooming sessions, making each one easier.

## *Cancellation Review and Correct Information*

Cancellations will be reviewed on a case-by-case basis. It is the owner's responsibility to complete all information accurately. Any changes must be reported immediately, and the owner is responsible for informing the vet promptly.

## *Well-being*

With a focus on the welfare of the cat, Purrs and Furr Cat Grooming retains the right to reach out to appropriate entities to ensure the feline's well-being.

## *Agreement*

**By signing below, I confirm that I have read and understood the terms and conditions for grooming cats at Purrs and Furr Cat Grooming and agree to the grooming session proceeding according to these terms.**

Client's Signature:

Groomer's Signature:

Date:

Date: