

TERMS AND CONDITIONS

1. **Please note:** All full grooming session prices include: ear cleaning, nail trimming, sanitary trims and hair care. **Extra charges for de-matting service may apply.** For dogs that are nervous (and snap as a result); we may have to use a muzzle for a short period. **Prices will vary depending on the condition of your dog.** Prices are determined by condition of coat and are breed specific. **Prices are subject to change,** due to the processing time and extra work involved. Puppy grooms are offered from 3mths up to 6mths.
2. The Paw Room takes no responsibility for any **medical problems** uncovered during the grooming process. The Client understands it is possible for vaccinated pets to become ill with an infectious disease despite being vaccinated, and this is not due to any circumstance or condition related to The Paw Room.
3. **Loss of a dog** – The Client assumes all liabilities, financial and otherwise, for the behavior and health of their pet. In consideration of the services rendered by The Paw Room, the Client waives any and all claims, actions, or demands of any nature, foreseen or unforeseen, against The Paw Room relating to the care, control, health, and/or safety of the Client's pet arising during or after services are performed by The Paw Room. The Paw Room is not responsible for the escape or loss of any pet(s).
4. **Injury to a dog,** The Paw Room cannot be held responsible for any adverse reactions to products used; this includes but not limited to shampoos, colognes and ear cleanser. Any known allergies should be disclosed to the groomer prior to the appointment. It must be clearly understood and agreed whilst every care and attention is given to your dog(s) they are accepted at the owner's risk. Our first concern is for the welfare of your dog so in the event of an injury or illness a vet may be called and unless it can be clearly shown we are liable, all costs in connection with and in the carrying out of his instructions shall be at the owner's cost. We recommend all dogs are insured.
5. At The Paw Room **courtesy and respect are expected** from all parties. The Paw Room reserves the right to refuse a customer or dog.
6. During the grooming procedure if your dog displays **aggressive behaviour** towards the groomer you will be called to collect your dog. It may then be recommended that you contact your vet to organise the finishing of the groom, whereby they may decide to sedate the dog for everyone's safety. It must be clearly understood and agreed that whilst every care and attention is given to your dogs(s) they are accepted at the owner's risk.
7. **Late collection fee** - We do not have holding crates/ facilities for dogs, we will call prior to your dog being ready for collection. We kindly ask all clients to collect their dog in a timely manner and allow sufficient time for traffic/ parking. Late collection fee may apply.
8. **Fouling clean up fee** - A full bladder or bowel can be very uncomfortable for a dog whilst it is being groomed. Please ensure that your pet has been toileted before bringing them to the Salon, as we do not have toileting facilities onsite. A dog fouling cleaning fee will be applied to dogs that frequently toilet in the salon.
9. **No Show fee / late cancellation** - Please understand that when you forget or cancel an appointment without giving enough notice we miss the opportunity to fill that appointment

time, and clients on our waiting list miss the opportunity to receive our services. As our groomer's time is reserved specifically for your dog we cannot provide any exceptions to this policy and fee and terms apply.

10. **Complaints** - If for any reason you are not completely satisfied with the service received, please advise within 2 business days so we can do our best to rectify the issue. Client satisfaction is important to us. A member of our team will contact you by phone or by email. You can call us on 0892238771 or email : Info@pawroomhub.com for all queries.
11. **Abandoning your dog** to The Paw Room is prohibited. It is an offense to abandon an animal under Irish law. ISPCA will be called and reported to Garda (Police). Your dog will be removed from the salon to the nearest dog pound.