

Terms & Conditions – Mobile Cat Grooming Services

These Terms & Conditions apply to all services provided by **Preen & Purr Cat Grooming** ("the Groomer", "we", "us") to the client ("you", "the Owner"). They are governed by the laws of England and Wales. By booking an appointment, you agree to the following terms.

1. Mobile, In-Home Service

All grooming services are carried out in the Owner's home.

The Owner agrees to provide a suitable, safe, clean, well-lit, and heated space with access to electricity and water if required.

The Groomer cannot be held responsible for damage caused by the cat to household items during the grooming process.

2. Health, Behaviour & Welfare

The Owner confirms that the cat is fit and healthy for grooming and will disclose any medical conditions, injuries, parasites, skin conditions, allergies, or behavioural issues (including aggression or anxiety) prior to the appointment.

Cats showing signs of illness, severe stress, aggression, or distress may have the groom stopped or modified at the Groomer's discretion. Full payment may still be required.

The Groomer will not continue any service that compromises the welfare of the cat.

3. Fleas, Parasites & Matted Coats

Cats must be free from fleas. If fleas are discovered during the groom, the service may be stopped and the Owner may still be charged in full.

Severely matted coats may require clipping. De-matting is performed only where it is safe and humane to do so.

The Owner acknowledges that clipping matted fur can expose existing skin issues or cause minor irritation, which is not the Groomer's responsibility.

4. Owner Presence

The Owner (or a responsible adult) must be present in the home for the entire appointment.

Children and other pets should be kept away from the grooming area for safety reasons.

5. Appointments, Cancellations & Late Arrival

A minimum of 48 hours' notice is required for cancellations or rescheduling.

Appointments cancelled with less than 48 hours' notice may be charged up to 100% of the grooming fee.

If the Groomer is unable to access the property or the cat at the agreed time, the appointment may be treated as a no-show and charged in full.

Late arrival by the Owner may result in a shortened groom or cancellation with full charge.

6. Payment & Deposits

All prices are quoted in pounds sterling (£).

A deposit is required for all new bookings. The deposit is non-refundable if less than 48 hours' notice of cancellation or rescheduling is given.

If more than 48 hours' notice is provided, the deposit may be transferred to a new rescheduled appointment or refunded at the Owner's request.

Payment of the remaining balance is due on completion of the groom unless otherwise agreed.

Accepted payment methods will be advised at the time of booking.

Failure to make payment may result in refusal of future bookings.

7. Liability & Risk

Services are provided with reasonable care and skill in accordance with the Consumer Rights Act 2015.

Grooming involves the use of sharp tools and equipment. Every care is taken, but grooming carries inherent risks, particularly with elderly, anxious, aggressive, or matted cats.

The Groomer will not be held liable for pre-existing conditions, reactions, or injuries revealed during or after grooming.

The Owner agrees to cover any veterinary costs arising from undisclosed medical conditions or behavioural issues.

8. Photography & Marketing

With the Owner's permission, photographs may be taken before or after grooming for records or marketing purposes.

The Owner may withdraw consent for photos at any time.

9. Right to Refuse Service

The Groomer reserves the right to refuse or discontinue service to any cat or client at their discretion.

This includes, but is not limited to, concerns relating to safety, welfare, aggressive behaviour, inappropriate conduct, unsafe working conditions, or any situation where the Groomer feels unable to carry out the service safely or professionally.

10. Data Protection & Privacy

Personal data is collected and processed in accordance with UK GDPR and the Data Protection Act 2018.

Client information is used solely for booking, record-keeping, and communication purposes and will not be shared with third parties without consent unless required by law.

11. Amendments

These Terms & Conditions may be updated at any time. The latest version will apply to all bookings.

Preen & Purr Cat Grooming