



GLOUCESTERSHIRE ANIMAL WELFARE ASSOCIATION & CHELTENHAM ANIMAL SHELTER

Gardners Lane, Swindon Road, Cheltenham, GL51 9JW
01242 548779 | www.gawa.org.uk | fundraising@gawa.org.uk

Registered Charity: 1081019

Dog Grooming Appointments - Terms and Conditions

1. Appointment Policy

Short Bark and Sides operates on an appointment-only basis. We offer a free consultation with you and your dog before the appointment to ensure the best results. This allows us to discuss your requirements and provide a personalised service.

2. Appointment Duration

Grooming typically takes 1½ to 2 hours for small to medium dogs. Larger dogs, first-time visits, puppies, hand stripping or dogs with matting may take longer. We will give an estimated time during the consultation, but please allow for flexibility.

3. Punctuality & Preparation

Please arrive and collect your dog on time, with your dog walked and toileted prior to your appointment. If your dog is booked for a dry cut, ensure they are clean and dry beforehand.

4. Cancellations & No-shows

We require 24 hours' notice for cancellations. Cancellations with less than 24 hours' notice or missed appointments will incur a fee of 50% of the cost of the groom. Late arrivals/collections up to 30 mins will incur a late fee of £5, and £5 per additional 30 minutes thereafter. However, if you are more than 30 minutes late arriving for your appointment it is likely that the appointment will need to be rescheduled and therefore will be treated as a missed appointment.

5. De-matting Policy

Minor mat removal is included in grooming service, but severe matting may require clipping shorter and incur an additional cost.

6. Courtesy & Respect

We expect all clients to treat our staff with courtesy and respect. Rudeness or aggressive behaviour will not be tolerated.

7. Grooming Decisions due to Behaviour

We will always prioritise your dog's well-being. If your dog is unable to be partially or fully groomed due to their behaviour, putting their welfare or our staff's safety at risk, we will contact you to discuss this. Appointments may still be charged in full or at a discounted rate.

By booking with us, you agree to these Terms and Conditions. Thank you for choosing Short Bark and Sides.