

TERMS AND CONDITIONS.

HOW DO WE PAMPER YOUR PET?

MASK: We do not wear a mask, if you prefer it, we will wear one on your recommendation

- 1. We do not work from a vehicle.** - Please watch our video "HOW WE WORK" on grooming your pet.
<https://petgrooming.co.za>
- 2. All products are animal cruelty free.**
- 3. Generators:** we do have generators; please keep in mind they are only **strong enough** to pull clipper and not a hairdryer. We will then Towel dry your babies as best we can.
- 4. Rainy weather:** we still work even if it rains. All we require is an enclosed area, patio or even the garage. **EXTRA PAMPER SPOILS NOTES. We will soon be able to groom your pets in a van also soon....something to look forward to. Please keep in mind that even if we groom your pets in the van we will still keep it to the original way we groom when we groom outside. Nothing lifted or raised is used to prevent injuries and to avoid doggies being tied to a table.**
- 5. Accidents:** kindly note that cuts and nicks do sometimes happen. We will take full responsibility for it. We have a protocol in place should this happen we will contact you. If it does happen, we would just kindly ask for a report from your vet with the bill to be emailed to vip@woofandmeow.co.za
- 6. Aggressive dogs:** kindly inform us beforehand if your dog is aggressive or will bite. My staff has the right to refuse to groom an aggressive dog.
- 7. Grooming styles:** Most photos on the internet is photoshop and edited, all dogs have different hair textures and body types so the result will never be as the one you have sent.
- 8. Matted dogs:** matted dogs will be charged an additional fee of **R100**. We do not believe in animal cruelty and a combing matted dog is animal cruelty. We will not put the dog through the pain on brushing it out as it is painful, causes distress and accidents are prone to happen.
- 9. Nails:** Groomers will clip the nails, short but will stop a bit before the quick. Remember if they are cut too short and the dog runs on the pavement, he still files it and when it gets too short it might bleed.
- 10. Regular grooming:** we would recommend that your pet gets groomed at least every 4 weeks. It's important for the pet's health to be clean, us helping with the de-shedding, to maintain the coat, to prevent parasites or to report parasites if found, overall health which includes keeping the nails short, cleaning the ears and so much more.
- 11. Ticks, fleas, and other pests:** take note dogs that have any pests needs to be treated with and oil-based product. (Bravector, Nexgard or Frontline) at cost to you. Please see our www site for better explanation on the above-mentioned products. We also will do deworming at **R35** per doggie. Deworming will be done for free to all club members in the month of July and December. This will only be given if permission is given by the owner on the form.
- 12. Treats:** The groomers will have different treats with them, kindly notify us if and if not, we can give them treat after the spoil.
- 13. Photos:** Allow us to take photos of your pets, we would love to share your beautiful pet on social platforms and website.

PAMPER APPOINTMENTS

- 1. ACCESS Control Codes for Security Complexes, Estates:** please send us a code in the morning prior to your appointment, in order that we do not waste time in obtaining it from you as we work on a tight schedule. If we cannot get hold of you we have to move on and reschedule with you at extra **COST TO YOU**.
- 2. Cancellations:** cancellations must please be done in a timely manner. If we do arrive and a valid reason is not presented, we will not refund you. Please refer to web site.

3. **Contact information:** Please provide us with alternative contact number as to assist us to get in contact with you for either access to property or to any instruction or questions our Groomers need to communicate with you.
4. **Time interference:** Kindly take note that there are a lot of factors that can influence the grooming schedule: load shedding, traffic, accidents, new dog being difficult, special request time consuming grooming and most of all WE DO NOT RUSH AS EACH DOG NEEDS 110% ATTENTION.
5. **VIP members need to give us a 30-day notice period if they are moving away so that we can replace the time slot.**
6. **Vip customers will have a set appointment e.g.,** once a week, twice a month or once a month. The time slots will be on certain days and times, this will never change and will stay the same month after month. If you have signed the terms and conditions pls email it to us with the grooming card information.
7. **Areas are as follow for grooming:**
 - Mondays = Copperleave, Mnandi, Monovani, Midrand, Blue Valley, Heuweloord
 - Tuesdays = Midstream, Hihgveld, Centurion Golf estate, Southdowns, Cornhill, Irene, Pierre van Reyneveld
 - Wednesdays = Groenkloof, Muckleneuk, Waterkloof, Menlyn, Hazelwood, Hatfield, Brooklyn, Lynwood
 - Thursdays = The Reeds, Wierda, Eldo, Lyttleton, Raslouw, Valhalla, Stone Ridge
 - Fridays = Erasmuskloof, Elarduspark, Moreleta, Garsfontein, Constantia Park, Mooikloof, Wilgers, Fairy glen, Waverly
 - Saturdays = all off the above areas depending on space.
 - All areas not mentioned will no longer be serviced.
 - Reasons for keeping the areas to certain days are as follow: we are trying to keep distance short and grooming time not rushed, we are trying to keep petrol usage to the minimum so that we do not have to raise our fees, during loadshedding we only have 4 generators, and this will help us to provide a service and not have to drive up and down. We are also trying to keep staff hours within the regulations set aside by the government.
 - If you are an existing customer and due to all the changes can not be part of Woof and Meow VIP kindly let me know and I will refer you to an alternative Grooming Parlour that I trust with all my heart.
 - Also remember I am here for your pets needs, if you cannot afford anything pls do not hesitate to speak to me, I am here for you and your pets.
 - Pls find the link to the grooming card and additional information we need.
 - I will assist each VIP member with their own personal package so please pop me a whatsup for additional information.
8. **Time slots: VIP Members** will have set time slots as per Agreement. **Non-VIP Members** will be given an approximated time of appointment if any slots are available.

Payment Method

Payment Terms: Only EFT payments would be preferred. (Safest way for all). Banking details: Woof and Meow FNB Acc: 62520417347 Branch 250655.

<p>VIP Member - Payment can be made as per Invoice or at end of each month for Grooming services rendered. Payment Reference: Please use your Cell phone number that were used to do the booking for enduring correct payment allocation to your account. Proof of payment: Please sent it to vip@woofandmeow.co.za.</p>	<p>NON-VIP Members – Prepayment EFT or “Cash in advice” payment terms will be applied. Proof of payment: This must be attached when Appointment is confirmed, if not it will be seen as cancellation of the appointment. Payment Reference: must be Cell phone number that were used to do the booking was made on must be used as reference. Proof of payment: Please sent it to vip@woofandmeow.co.za.</p>
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Legal Compliance

1. **Data Protection:** we will follow all the rules of the POPI act to ensure that all your personal information is kept safe and confidential.
2. **Injuries and Accidents:** We, as Woof and Meow VIP Mobile Doggie Parlour have the required Public Liability Insurance for unforeseen events as well as registered with the Department of Labour for Workmen's Compensation Act, and all reasonable practical efforts are in place as to adhere to the Operational Occupational Health and Safety Regulation as per the Act 85 of 1993 including the new COVID 19 Regulations.

Woof & Meow VIP Private Policy

From 1 July 2021, the Protection of Personal Information Act (POPIA) came into effect.

Woof & Meow, is committed to protecting your privacy and complying with all those data protection requirements and laws. Your personal information will be kept confidential. Photos of your pets grooming will be used for customers that ask to see certain styles, winners of our competitions and our website. No personal information will be shared with the photos.

As a loved customer, respected pet-parent we would not like to untie our bond. Here at Woof and Meow we would love to continue to keep you up to date with specials, competitions and so much more. Woof and Meow will fully understand if you would like to unsubscribe. Send us a **"No"** and we will remove you from our database. You will be missed.