

## 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. **Products:** We use Pannatural products, and the products are animal cruelty free, eco- friendly natural.

3. **Generators:** we do have generators; please keep in mind they are only strong enough to pull one clipper or one hairdryer at a time.

4. **Rainy weather:** rain or sunshine we still come out. Please ensure that you have a garage or stoep available on rainy days.

5. **Accidents:** kindly note that cuts and nicks do sometimes happen. Any vet bills must be handed in if it is a severe case. Woof and Meow VIP is designed to keep your pet's health and wellbeing number one.

Kindly have them groomed ones every six weeks to avoid knots and matts that may lead to nicks and cuts.

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 are 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 of 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. (Bravecto, Nextguard or Frontline) at cost to you. Please see our website: [www.petgrooming.co.za](http://www.petgrooming.co.za) for a better explanation of the above-mentioned products. Deworming will be done twice a year with Antizole tablets. Tablets will only be given if permission is given by the owner.

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 2 codes 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 must move on and reschedule with you at extra COST TO YOU.

2. **Cancelations: 24-hour cancelation,** and it must please be done in a timely manner. If we do arrive and a valid reason is not presented, we will hold you liable for the grooming amount.

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 instructions.

Kindly also do not contact the groomers for appointments, kindly contact me directly for grooming appointments.

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 grooming appointments will have a set days and times e.g., once a week, twice a month or once a month.

7. **Areas are as follow for grooming:**

Mondays = Copperleave, Mnandi, Monovani, Midrand, Blue Valley, Heuweloord, Raslouw, Valhalla, Stone Ridge

Tuesdays = Midstream, Highveld, Centurion Golf estate, Southdowns, Cornhill, Irene, Pierre van Reyneveld, Rietvalei

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 have 3 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.

**Also remember I am here for your pet's needs, if you cannot afford anything pls do not hesitate to speak to me, I am always here for you and your pet's needs.**

Pls find the link to the grooming card and additional information we need. [www.petgrooming.co.za](http://www.petgrooming.co.za)

8. **Time slots:** Regular customers will have set dates and appointments and non-regular customers will fit in where there are days and times open.

9. **Payment Terms:** Only EFT payments would be preferred. (Safest way for all). Banking details: Woof and Meow FNB Acc: 62520417347 Branch 250655. Proof to be send to 0648444145.

**VIP payment method** - Payment can be made as per Invoice send out at the end of each month.

Payment reference must please be the cell number that was used to make the grooming appointment.

### **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 Parlor have the required Public Liability Insurance for unforeseen events as well as registered with the Department of Labor 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.