Beau Chien Dog Groomers | Policies & Terms

Version 1.0
beauchien.co.uk

Introduction

Welcome to Beau Chien Dog Groomers.

Our policies have been created to explain how we work, what you can expect from us and what we ask of you in return. They help us provide a calm, safe and enjoyable experience for every dog that visits our salon.

Every decision we make is guided by one simple principle – what is in your dog's best interests. By booking an appointment with Beau Chien, you acknowledge that you have read and accepted these Policies & Terms.

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1. Appointments

Booking

Appointments are individually planned to ensure every dog receives the time, patience and attention they deserve. Appointments may be requested in person, by telephone, WhatsApp, Messenger, social media or via our website enquiry form. We may ask additional questions before confirming a first appointment so we can prepare for your dog's individual needs.

Cancellation & Rescheduling

Appointments are reserved exclusively for your dog. We kindly ask for at least 48 hours' notice if you need to cancel or rearrange. Cancellations made with less than 24 hours' notice, same-day cancellations or repeated short-notice cancellations may be charged up to the full appointment fee at our discretion. Genuine emergencies will always be considered fairly.

No-Shows

Missed appointments prevent us from offering that time to another client. Failure to attend without notice may result in the full appointment fee being charged and future appointments requiring payment in advance.

Late Arrival

If you expect to be late, please let us know. Arrivals more than 15 minutes late may need to be shortened or rescheduled if there is insufficient time to complete the groom safely.

Late Collection

Please collect your dog promptly once notified. Significant delays may incur a reasonable late collection charge.

2. Grooming & Welfare

Welfare & Safety

Your dog's comfort and wellbeing guide every decision we make. We will never continue a groom if we believe it is causing unnecessary stress, pain or distress.

Matting

Severe matting is painful and may hide skin conditions. Where necessary we may recommend clipping the coat shorter in the dog's best interests. Your dog’s welfare comes first. We will not brush out severe matting as if doing so could cause unnecessary pain or distress. Additional charges may apply.

Grooming Outcome

We will always discuss your preferred style, however the final result depends on the dog’s coat condition, behaviour and your dog's welfare on the day.

Senior Dogs & Medical Conditions

Older dogs and those with medical conditions may require longer or shorter appointments, additional breaks or adapted grooming techniques. Please tell us about any changes to your dog's health before every appointment.

Puppy First Groom

First appointments focus on building confidence rather than achieving a perfect finish. Some puppies benefit from several short introductory visits before attempting their first full groom.

Products

At Beau Chien, we carefully select the professional grooming products we use to ensure they are gentle, effective and suitable for a wide variety of coat types and skin conditions.

We use high-quality, cruelty-free grooming products that are chosen to cleanse, nourish and care for your dog's skin and coat while providing a calm and enjoyable grooming experience.

Where appropriate, we will select products best suited to your dog's individual coat type, skin condition and grooming requirements. If your dog has any known allergies, sensitivities or veterinary recommendations, please let us know before your appointment so we can choose the most suitable products wherever possible.

We believe every dog deserves the very best care, and that includes using products we would be happy to use on our own dogs.

3. Health & Wellbeing

Fleas

If live fleas are discovered during your dog's groom, we will inform you as soon as possible. An additional charge may apply to cover the treatment and disinfection of the salon and equipment. We recommend appropriate flea treatment before future appointments. Fleas can affect any dog and our policy is in place to protect all dogs visiting the salon.

Infectious Illness

Please do not bring your dog to the salon if they are showing signs of an infectious illness such as kennel cough, vomiting, diarrhoea or other contagious conditions. If your dog becomes unwell before their appointment please contact us ASAP as we may need to postpone your appointment to help protect other dogs visiting the salon.

Pre-existing Medical Conditions

Please tell us about any changes to your dog's health, medication, allergies, recent surgery or behaviour before every appointment. During grooming we may notice lumps, bumps or skin changes and will always bring these to your attention, although we cannot diagnose medical conditions.

Emergency Veterinary Treatment

If your dog requires urgent veterinary attention during their appointment, we will try to contact you immediately. If you cannot be reached and delaying treatment may compromise your dog's welfare, you authorise Beau Chien to seek appropriate veterinary care on your behalf. Veterinary costs remain the owner's responsibility unless caused by proven negligence.

4. Behaviour & Handling

Behaviour & Temperament

Every dog is unique. We work patiently and calmly with nervous, excitable and inexperienced dogs, adapting our approach to suit their confidence and needs.

Nervous & Anxious Dogs

Some dogs need additional time, reassurance or shorter appointments. We are happy to recommend a gradual approach to help build confidence over time. Where extra time or the assistance of a second groomer is required to safely & comfortably complete the groom, an additional charge may apply.

Aggression & Safety

If a dog's behaviour places itself, our team or other dogs at risk, we may pause or stop the groom. Safety and welfare will always take priority.

Muzzle Policy

We do not routinely muzzle dogs. Where appropriate and where a dog has been muzzle trained, we may ask owners to provide their own well-fitted muzzle for specific parts of the groom.

Sedation

We do not routinely groom sedated dogs. Any sedation or prescribed calming medication must be discussed with us before the appointment.

Humane Handling

We will never force a dog through a groom. If we believe your dog has reached their emotional or physical limit, we will stop and discuss the next steps with you.

5. Pricing & Payments

Pricing

Our prices reflect the time, care and attention required for your individual dog. Estimates are based on the information provided at booking and may change if coat condition or grooming requirements differ significantly.

Additional Charges

Additional charges may apply for severe matting, excessive undercoat removal, heavily soiled coats, flea treatment, difficult behaviour or appointments requiring significantly more time than expected. We will explain these wherever practical.

Deposits

We do not routinely request deposits but reserve the right to require one for lengthy appointments or following repeated late cancellations or missed appointments.

Payment

Payment is due on the day of your appointment unless otherwise agreed. Future appointments may be withheld where outstanding balances remain unpaid.

Refunds

Dog grooming is a professional service tailored to each individual dog. Refunds are not normally offered once a groom has been completed. If you have any concerns, please contact us promptly so we can discuss them fairly.

Complaints & Feedback

We value honest feedback and encourage clients to contact us directly if they have any concerns. We will always listen, investigate and aim to resolve genuine issues professionally.

6. Photography, Social Media & Privacy

Photography

Photographs may be taken during or after your dog's groom for salon records, to document coat condition or to monitor grooming progress. These images form part of your dog's grooming record.

Social Media & Marketing

We love sharing the wonderful dogs that visit Beau Chien. However, photographs or videos will only be shared on our website or social media channels with your permission. Choosing not to give permission will never affect the service your dog receives.

Privacy & Client Information

We collect only the information needed to care for your dog and manage your appointments. Your information is stored securely, treated confidentially and will never be sold to third parties. Information may be shared where necessary to protect your dog's welfare or where required by law.

7. Salon Standards & Service

Right to Refuse or Discontinue Service

We reserve the right to refuse or discontinue a groom if continuing would compromise the welfare of your dog, the safety of our team or the wellbeing of other dogs. Wherever possible we will explain our decision and discuss suitable alternatives.

Injury & Accident

Whilst every reasonable care is taken, grooming involves the use of sharp equipment and handling procedures. Should an accident occur, we will inform you immediately, provide appropriate first aid and seek veterinary attention if required.

Existing Skin & Coat Conditions

Grooming may reveal pre-existing skin irritation, lumps, parasites, sores or other conditions hidden beneath the coat. We will always let you know if we notice anything unusual, although we cannot diagnose medical conditions.

Owner Responsibilities

Please provide accurate information about your dog's health and behaviour, arrive on time, collect your dog promptly and follow any aftercare advice. Working together helps us provide the very best experience for your dog.

Respect & Courtesy

We are committed to treating every client with professionalism, honesty and kindness and ask for the same courtesy in return. We reserve the right to decline future bookings where staff are subjected to abusive or threatening behaviour.

Changes to These Policies

We may review and update these Policies & Terms from time to time to reflect changes in legislation, best practice or the way Beau Chien operates. The latest version will always be available on beauchien.co.uk.

Acceptance

Acceptance of Our Policies

By booking an appointment with Beau Chien you confirm that you have read, understood and accepted these Policies & Terms. Every decision we make is guided by one simple principle: what is in your dog's best interests.

Version History

Document Control

Version: 1.0
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Thank You

Thank you for taking the time to read our Policies & Terms. We appreciate the trust you place in Beau Chien whenever you leave your dog in our care. Our aim is always to provide calm, kind and compassionate grooming where every dog is treated as an individual and their welfare remains at the heart of every decision we make.