WAGGY'S BOARDING AND DAYCARE

TERMS AND CONDITIONS

Please read carefully: by booking your dog/s with us, you agree to adhere to all the below Terms and Conditions fully.
Please note these Terms and Conditions are subject to change, and it is the responsibility of the customer to review these periodically.

Company information

Trading Name: Waggy's
Official name: Waggys Boarding and Day Care LTD
Address: Haydn, Bourn Bridge, Newmarket Road, Great Abington, Cambridge, CB21 6AN
Website: www.waggysdc.com
Email: info@waggysdc.com
what3words///firming.trial.leafing
Instagram: @waggysdc / @waggysdcpupdates / @waggysgroomers
Licence number: AWL257457
Phone: 07858176330
Opening Hours:
Monday - Sunday: 7am – 1pm/3 pm – 7 pm.
Good Friday, Easter Monday, Christmas Day, Boxing Day and New Year's Day: Closed
Bank holidays, Christmas Eve and New Years Eve: 8am - 12pm/ 4pm - 6.30pm.

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Boarding and Daycare Services

Classification of Services

Boarding

A full Boarding day runs from 11:00 AM to 11:00 AM the following day. Drop-off times for Boarding dogs are between 11:00 AM–1:00 PM or 3:00 PM–7:00 PM. Pick-up is available between 7:00 AM and 11:00 AM. Please note that pick-ups after 11:00 AM on the final day will incur an additional night's charge.

Daycare

A full daycare day runs from 7am–7pm. Drop-off is between 7am–1pm, and collection is between 3pm–7pm.
For half-day daycare, both drop-off and collection must be between 7am–1pm. Dogs not collected by 1pm will stay until collection reopens at 3pm and will be charged the full-day rate.
Pre-arranged out-of-hours drop-offs incur an additional charge. Please see the Pricing section. For late or non-collection, see the Non Collection section.

Classification of Sociability

What is a 'sociable' dog?

Waggy's accepts sociable dogs who are comfortable and appropriate around other dogs, whether playful or more independent. Dogs whose behaviour presents a risk of injury cannot be accommodated. All dogs are assessed individually and may require trial days; suitability is monitored throughout their stay and may be withdrawn at Waggy's discretion.

For the purpose of safety in socialising dogs, Waggy's may reject a dog or request a trial for breeds with the following characteristics or attributes:

- Breeds with a strong natural instinct to herd, chase or hunt (eg Terriers, Shepherds, Cattle dogs)
- Breeds with physically powerful attributes, such as jaw and bite strength (eg Bulls, Rottweilers, Mastiffs)

By booking with Waggy's, owners consent to their dog socialising with daycare and boarding dogs from other households in shared areas. Dogs from different households are never mixed in kennels, garden runs or other confined spaces.

Socialisation time varies depending on factors such as weather, age, breed, temperament and size; however, sociable dogs will receive at least four hours of socialisation daily on average.

Waggy's may cancel daycare bookings during extreme weather or temperatures, including on the day. Any payment made will be transferred as credit towards a future booking.

Conditions of non-socialisation

Waggy's reserves the right to make judgement on a dog's sociability both before and during any booking, for example due to behavioural or medical factors.

Should it be deemed that a dog is unsuitable for socialisation before a booking begins, Waggy's reserves the right to refuse the booking at any time, including on arrival. In this case, all payments made towards the booking are non-refundable and non-transferable.

Should the booking be accepted, or the dog be deemed unsuitable for socialisation during their stay, the booking will be subject to an 'Additional Care' charge and the following conditions:

- The dog(s) will be kept to specific exercise areas

- The dog(s) will not be socialised with dogs from different households
- The booking will be subject to a daily charge of £10 to cover the additional cleaning and staffing costs.
- Waggy's may require the dog(s) to have at least one 30 minute walk off site a day. This can be by a third-party outside of Waggy's (sourced by the customer), or by Waggy's themselves.

Booking

Revelation Pets

Revelation Pets is Waggy's online booking system for boarding, daycare and grooming.
Following an initial enquiry, new customers will receive a link to create a profile. Customers must provide accurate and up-to-date information, including dietary, medical, behavioural and vaccination details.
Waggy's reviews each profile and booking request and may approve or decline them at its discretion.
Once a booking is approved, a deposit link will be sent. The booking is confirmed only after the deposit is paid and a confirmation email and receipt have been issued.
Customers are responsible for keeping their profile accurate and up to date. Waggy's accepts no liability for incidents caused by false, incomplete or outdated information and may refuse service, cancel bookings or deny access without refund in these circumstances.
Boarding and daycare bookings can be made up to one year in advance.

Pricing

A 'Standard' dog

The rates listed below apply to all dogs classified as a *standard dog*. A *standard dog* is defined as a sociable dog that does not require additional care or attention—such as the administration of medication, frequent kennel cleaning, or being in season..
Waggy's reserves the right to apply additional charges to any dogs that are deemed to require additional care.

Standard Boarding rates

Number of dogs	Kennel Size	Price per day
1 dog	Standard	£45
	Family	£60
2 dogs	Standard	£55*
	Family	£70*
3 dogs	Standard	£65*
	Family	£80*
4 dogs	Standard	n/a
	Family	£90*

*Boarding bookings of 1 or 2 days are subject to an extra £5 surcharge per day.

Standard Daycare rates

Days booked	Price per dog, per day
1 half day	£27.50
2 half days	£25*
3 half days	£22.50*
4 or more half days	£20*
1 day	£37.50
2 days	£35*
3 days	£32.50*
4 or more days	£30*
Additional dogs: £10 per day	

*Discount applies when booked for the same calendar week, and at the same time.

Out of hours drop offs

All out-of-hours drop-offs for Boarding must be arranged in advance. Please note that we charge double on bank holidays.

Drop off time	Extra charge
7am - 8am	£20
8am - 9am	£15
9am - 10am	£10
10am - 11am	£5

We do not offer pick-ups beyond 7:00pm; an overnight stay will be required in such cases.

Seasonal Charges

We charge double rates on all services (including add-ons)f on bank holidays and the following days: Christmas Eve, Christmas Day, Boxing Day, New Year's Eve, New Year's Day, Good Friday and Easter Monday.

During times of peak demand, we place an extra 5% charge on Boarding bookings. Please see our website's 'prices' sections for up-to-date seasonal dates.
Please note that Waggy's reserves the right to request that any Boarding booking during the above dates is a minimum of five days.

Additional Charges

Please find below the charges that are not clearly listed in our Pricing section:

Service	**Price Per Day (Unless stated otherwise)**
Additional Fee: Early Drop Off - 1 hour	£5 (per dog)
Additional Fee: Early Drop Off - 2 hours	£10 (per dog)
Additional Fee: Early Drop Off - 3 hours	£15 (per dog)
Additional Fee: Early Drop Off - 4 hours	£20 (per dog)
Additional Fee: 1 or 2 Night Surcharge	£5
Additional Fee: Daycare Overnight Stay	£20
Additional Fee: Extra Cleaning	£5 (applicable twice a day)
Additional Fee: In-Season Female	£5
Additional Fee: Family Kennel	£15
Additional Fee: Hand Feed	£2.50 (applicable twice a day)
Additional Fee: Band 1 Medication Charge	£2.50 per tablet or oral liquid dose, up to a daily maximum of £10.
Additional Fee: Band 2 Medication Charge	£3.50 per dose of cream, drops or superficial cleaning
Additional Fee: Band 3 Medication Charge	Price depends on individual requirements for cleaning, bandaging or dressing wounds.
Additional Fee: Additional Care	£10 per day
Additional Fee: Post 11am Pick Up - 1 Dog	£45
Additional Fee: Post 11am Pick Up - 2 Dogs	£55
Additional Fee: Post 11am Pick Up - 3 Dogs	£65
Additional Fee: Post 11am Pick Up - 4 Dogs	£90
Additional Fee: Vet Trip Band 1: Waggy's Vets	£30 (per trip)
Additional Fee: Vet Trip Band 2: Customer Vets	£50 (per trip)

Admin Fee: Day Reduction	£20
Pick Up & Drop Off Service: 7am-11am	£1.50 (per minute)
Pick Up & Drop Off Service: 11am-4pm	£1 (per minute)
Pick Up & Drop Off Service: 4pm-6.30pm	£1.50 (per minute)

Deposits

Boarding

All Boarding deposits must be made within 24 hours of receiving an invoice to confirm a booking; otherwise, the booking will be cancelled.

- For bookings of 3 days or less, a full deposit is required at the time of booking.
- For bookings longer than 3 days, a deposit is required—either the cost of 3 days or 50% of the total booking fee, whichever is greater. The outstanding balance will be requested via email one week before the booking starts.
- For bookings made less than one week before the start date the full deposit is required upfront, regardless of the booking duration.

Daycare

All Daycare booking deposits must be paid for in full within 24 hours of receiving an invoice to confirm a booking; otherwise, the booking will be cancelled.

Cancellations/Refunds

Boarding

- All deposits for Boarding bookings are non-refundable and non-transferable.
- Cancellations made 7 or more days before the start date will not be charged the remaining balance of the booking.
- Cancellations made less than 7 days before the start date will be charged the full remaining balance of the booking.
- No credit or refund will be given for early returns.

Daycare

- Credit is issued only for cancellations made more than 7 days before the booking. No credit is given for cancellations with less than 7 days' notice.
- Credits can be used for Daycare services only and are not valid for any other services.

Removing/Transferring Days

Boarding

- Boarding days cannot be removed once a booking is confirmed.

Daycare

- Daycare days can only be transferred within the same calendar week, subject to availability and whatever Waggy's deems as 'sufficient notice'.

Changing Service

- Please note that changing a Daycare booking to Boarding will reclassify a booking as Boarding and will be subject to the applicable charges.

Adding Days

Boarding

Additional days can be added to an existing booking at any time subject to availability. Please note that we cannot guarantee the same type of kennel for any additional nights booked.

Daycare

Additional days can be added to an existing booking at any time subject to availability, and will be charged at full price.

Credit

- Credit can only be applied to a booking within 6 months of the date it is granted, after which the credit will expire.
- Once applied to a booking, credit is classed as payment, and will be subject to the same terms and conditions as any other payment or deposit.
- Waggy's does not accept responsibility for any loss of credit should requested dates not be available.

Dog Behaviour

Owners must provide complete, accurate and up-to-date behavioural information before arrival, including in the Behavioural Notes section of their Revelation Pets profile. Waggy's may refuse service where information is false, incomplete or outdated and accepts no responsibility for incidents arising from this.

All dogs are continuously assessed. Dogs that become disruptive may be separated or temporarily isolated. If dogs from the same household show aggression towards each other, they will be housed separately and an additional kennel charge will apply. In serious cases, immediate collection may be required and future bookings refused.

Dogs unsuitable for socialisation will be subject to the Conditions of Non-Socialisation in the Classification of Sociability section.

Health

Dogs boarding with Waggy's must be in good health and have all required, up-to-date vaccinations, unless agreed otherwise.

Owners must provide complete and accurate medical information at every check-in. Waggy's may refuse admission where this information is missing, inaccurate or outdated, and accepts no responsibility for incidents arising from it.

Animals are placed under the care of Waggy's entirely at the owner's risk. While every effort is made to ensure their safety and well-being, Waggy's management cannot accept liability for illness, injury, or death while a dog is in our care.

Dogs unsuitable for socialisation due to health reasons will be subject to the Conditions of Non-Socialisation in the Classification of Sociability section.

Food

Unless agreed otherwise, booking with Waggy's authorises us to provide suitable food and treats, typically Skinner's dry food and dry treats. If a dog refuses dry food, wet food may be offered at an additional charge.

Owners must provide any specific diet required. If this is not supplied, Waggy's will source it and add the cost, including delivery, to the booking. We strongly recommend pre-portioning food for the full stay; any plastic bags will be returned.

Owners must provide accurate, up-to-date dietary requirements and allergy information at every check-in. All food containers and equipment must be clearly labelled and match the instructions provided. Waggy's accepts no responsibility for issues arising from incorrect, incomplete or outdated dietary information provided by the owner.

Belongings

Please note that all personal belongings are left in a dog's kennel overnight without supervision. Waggy's is not responsible for any loss or damage to items, nor for any injury or financial consequence resulting from the dog chewing, swallowing, or ingesting them.

On arrival to both Boarding and Daycare bookings, all harnesses, leads and tracking devices must be kept by the customer. Waggy's cannot be held responsible for any loss or damage to these items, nor for any injury or financial consequence where they are kept.

Waggy's provides dog(s) with bedding, blankets and slow feeders should they be required. It is the owner's responsibility to inform us of any concerns regarding these items and to request their removal at the time of booking.

In the case that a dog requires monitoring overnight via CCTV, Waggy's reserves the right to use a secure and safe indoor shelter in place of a kennel.

Medication

Medication is typically given using cocktail sausages or wet food. Should a dog refuse this, we will contact the owner for guidance. Please note that we do not force-feed medication.

Waggy's do not accept dogs requiring injections or treatment for active illnesses that involve injectable medications.

Waggy's are not able to accept dogs who have a history of, or are on medication for, seizure related conditions.

In the interest of safety and possible risks with cross-contamination, non-prescription supplements are only permitted in pre-bagged food if crushed / powdered. Tablet or pill-formed supplements cannot be placed in pre-bagged food and will be classed as a medication with relevant charges applicable.

Customers are not permitted to place medication in pre-bagged food.

Instructions & Labelling

- Owners must provide clear and complete medication instructions at check in, including the name and dosage of each medication.
- All tablet forms of medication must be organised into pill boxes provided by Waggy's at check in with a member of staff present.
- All medication containers and equipment must be clearly labelled and must match the information provided.

Owners must provide clear, accurate and up-to-date medication instructions at every check-in. Waggy's accepts no responsibility for issues arising from unclear, incorrect, incomplete or outdated medical information.

Vaccinations, Worming & Flea Treatment

Vaccinations
All dogs must have up-to-date vaccinations, with valid certification provided at least seven days before arrival. Owners are responsible for ensuring this information is accurate and current; Waggy's accepts no responsibility for issues arising from incorrect, incomplete or outdated records.

Dogs without valid vaccination certificates will be refused entry, deposits will be forfeited and full charges will apply. Dogs unable to socialise due to vaccination status will be subject to the Conditions of Non-Socialisation in the Classification of Sociability section.

Required Vaccinations:

- Distemper
- Hepatitis
- Leptospirosis
- Adenovirus
- Parvovirus
- Parainfluenza

- Kennel Cough (please note: must be administered at least 5 days before arrival)

Puppies may attend only after completing their full vaccination course and waiting at least one week after their final dose. As some vets recommend a two-week wait, owners should check with their vet before booking.

Kennel Cough
Kennel cough is a recognised risk of dog socialisation. Waggy's accepts no liability for cases of kennel cough. If symptoms develop during a stay, the dog may be isolated and the owner notified. No refunds are issued for cancellations or shortened stays due to kennel cough.

Flea & Worm Treatment
Owners must ensure their dog has appropriate up-to-date flea and worm prevention before arrival. Flea exposure is a recognised risk where dogs mix, and Waggy's accepts no responsibility for this.

Owners must tell Waggy's before arrival if their dog has fleas. Affected dogs may be excluded from socialisation or refused entry.

If fleas are found during a stay, Waggy's may provide a flea bath and manual flea combing at the owner's cost. No flea treatment will be applied unless it has been supplied or approved by the owner, or prescribed by a vet. All associated costs remain the owner's responsibility.

Dogs in Season

Owners must tell Waggy's at the time of booking if their dog may be in or approaching season during their stay. Dogs in season may socialise with other bitches, subject to a £5 daily additional-care charge. This also applies where a season is suspected to be imminent.

No refunds are given for cancellations due to a dog being in season. Entire male dogs sharing accommodation with a dog in season will be separated, and an additional kennel charge will apply. Waggy's accepts no responsibility for conception occurring during a stay.

Unneutered Males

Waggy's is a social environment, and all dogs attending must be comfortable in a group and able to interact appropriately with other dogs. As male dogs mature, their behaviour can change, which may affect their suitability for daycare.

New dogs joining Waggy's

We do not accept new unneutered male dogs aged nine months or older, except under the one-course chemical castration arrangement explained below.

Male puppies may join before nine months, subject to our usual assessment. They will not automatically need to stop attending when they reach nine months; instead, we will monitor their behaviour as they mature.

Dogs already attending Waggy's

Unneutered males already attending when this policy takes effect may continue, provided their behaviour remains suitable for our group environment.

This arrangement applies to the individual dog. Any new dog joining an existing customer's household will fall under the new admission rules.

Continued attendance

Being accepted as a puppy, or attending before this policy takes effect, does not guarantee continued attendance.

We will consider both the dog's behaviour and its effect on the wider group. Concerns may include:

- Persistent mounting or pestering other dogs.
- Excessive indoor marking.
- Repeated tension or conflict with other dogs.
- Difficulty settling or requiring disproportionate staff intervention.

Occasional, manageable behaviour will not automatically result in exclusion. However, we may suspend or end attendance if behaviour becomes unmanageable or affects the welfare or safety of the dog, other dogs or staff. This can happen at any age, including before nine months.

Working with owners

We will raise developing concerns early wherever possible, giving owners an opportunity to discuss them with us and seek veterinary advice. Where practical, we may consider temporary adjustments, such as shorter visits or a different suitable group. These arrangements cannot be guaranteed.

We recognise that a vet may recommend delaying neutering. The decision about whether and when to neuter remains with the owner and their vet. However, we cannot guarantee continued attendance while a dog is waiting to be neutered if their behaviour makes group environments unsuitable.

Owners enrolling an unneutered puppy must therefore understand that we cannot guarantee uninterrupted daycare throughout adolescence.

Chemical castration

We recognise that some owners, in consultation with their vet, wish to trial chemical castration before deciding whether to proceed with surgical neutering, particularly where they have concerns about their dog's confidence or nervousness.

We will allow one course of chemical castration as a temporary step towards making that decision. Dogs may be considered for admission or return once their vet confirms it is appropriate and we have assessed their suitability for our group environment. Treatment does not automatically guarantee acceptance or a return.

We do not accept repeated courses of chemical castration as a long-term alternative to surgical neutering. Before the effects of the first course wear off, owners must discuss their plans with us:

- If proceeding with surgical neutering: we will agree arrangements for attendance around the procedure, recovery and any reassessment required.
- If choosing not to proceed: attendance under this arrangement will end when the chemical castration ceases to be effective.

Owners should discuss the expected duration of treatment with their vet and keep Waggy's informed so we can agree the next steps in advance. This condition will be explained before attendance begins or resumes under the chemical castration arrangement.

Returning after surgical neutering

If attendance has been suspended, surgical neutering does not automatically guarantee a return. Any return will be subject to recovery, reassessment and the dog's suitability for our environment.

Availability for unneutered males is limited, and some breeds may be unsuitable for socialisation while unneutered. Please contact us to discuss eligibility.

Use of Veterinary Professionals

Animals are placed under the care of Waggy's entirely at the owner's own risk. While every effort is made to ensure the safety and well-being of all pets, Waggy's Management accepts no liability for illness, loss, injury, or death during a dog's booking.

In the event of a medical issue, we will contact one of our on-call veterinary partners (Belgrave House Linton or Village Vets Whittlesford), and may also liaise with a customer's own veterinary practice if necessary.

- By booking with Waggy's, the customer acknowledges and agrees that the following actions may be taken where reasonably necessary:
- Waggy's accessing and sharing relevant information relating to a dog's medical history with a veterinary practice for the purposes of treatment
- Waggy's providing a veterinary practice with the customer's name, contact number, email address and home address where required to enable the provision of veterinary care, the creation of an account, and for the veterinary practice to contact the customer directly regarding payment, follow-up treatment or related matters
- Veterinary treatment being authorised on the customer's behalf where the customer is unable to be contacted

All personal data will be processed in accordance with UK GDPR and applicable data protection legislation and only where necessary for the performance of our services, our legitimate interests, or to protect the health and welfare of the dog.

In extreme emergencies, where a customer cannot be contacted, Waggy's may act in a dog's best interests. This may include authorising surgery or euthanasia where deemed necessary by a qualified veterinary professional.

Veterinary Transport Surcharges:

- £35 for visits to our regular on-call vets
- £50 for visits to a customer's own vet
- If the total travel time to and from a customer's vet exceeds 1 hour, an additional £1 per minute will be charged for every minute over that time

Minor Healthcare & Preventative Care

By booking with us, a customer also agrees to Waggy's carrying out minor healthcare as needed. This may include:

- Treating small cuts, grazes, or sprains
- Applying dog-safe suncream during hot weather (unless advised otherwise in advance)

Hotspots Procedure

If a dog develops a suspected hot spot (acute moist dermatitis) during a stay, Waggy’s may offer to clip or shave the affected area and gently clean it to help keep the area dry and assist in slowing its progression.

This procedure is not a veterinary diagnosis, treatment, or substitute for professional veterinary care. It is provided solely as a basic first-aid measure to aid in managing the condition until the dog can be assessed by a veterinarian if required.

By consenting to this service, the customer acknowledges and agrees that:

- Waggy's cannot guarantee that the condition will improve or that it will not worsen.
- Skin conditions can progress despite basic care, and shaving or cleaning the area may not prevent further irritation or infection.
- Waggy's accepts no responsibility or liability for the progression, worsening, complications, or outcome of the condition.
- Any veterinary assessment, treatment, medication, follow-up care, and all associated costs remain the sole responsibility of the dog's owner.

If Waggy's believes veterinary attention is necessary for your dog's welfare, we reserve the right to seek veterinary advice or treatment in accordance with our general terms and conditions.

Insurance

Insurance & Liability Policy
Waggy’s insurance covers veterinary treatment only for conditions arising from extreme negligence on the part of the kennels, and up to a maximum limit of £1,500.
If a dog is not in good health upon arrival, or suffers a recurrence of a known or pre-existing condition, this will not be covered by Waggy’s insurance. In such cases, owners are fully responsible for all veterinary costs incurred.
Additionally, any death, injury, or illness caused by another animal is not covered under Waggy’s insurance policy. This includes, but is not limited to, the cost of:

- Veterinary treatment
- Euthanasia
- Cremation

- Burial
- Any other form of disposal

By agreeing to our terms and conditions via Revelation Pets a customer acknowledges and accepts full financial responsibility for any such costs.

Other Insurance Policies
If a customer has an alternative insurance policy under which a claim is recoverable, it is assumed that this policy is more specific than Waggy's cover. In such cases, Waggy's policy will only contribute the difference in policy excesses, up to the benefit limit specified in our Insurance Schedule.
Full Policy Details
For full details of our insurance cover, please refer to the policy document here:

Petplan Sanctuary Policy – Full Terms (Pages 28–29)

Pick Up & Drop Off Service

Pick Up & Drop Off Service Pricing

Time Period	Price per minute
7am - 11am	£1.50
11am - 4pm	£1.00
4pm - 6:30pm	£1.50

*The price includes the journey there and back. Out of hours pick up/drop offs are currently unavailable.
Please note the following:

- Our vehicle is a large transit van; customers must inform us of any property access issues in advance.
- Customers must be ready and waiting roadside with their dog on a lead; we cannot enter properties.
- All dogs must be crate-trained for transport.
- Customers must disclose any travel-related behaviours (e.g., travel sickness, extreme anxiety) before transport.
- Additional fees may apply if a dog soils their crate or the vehicle.

Social Media, Image Rights & Marketing

By booking with Waggy's, customers consent to us using images of their dog in our marketing, including social media. We will not publish personal details. Dogs arriving after 9am may not appear in that day's posts, and inclusion cannot be guaranteed.

If an owner does not consent to image use, we may be unable to socialise their dog during their stay.

Customers also consent to Waggy's using their contact details for our own marketing. We will never share these details with third parties, and customers can opt out at any time by emailing info@waggysdc.com

Non-Collection

If a delayed or missed collection is not reported within 24 hours, a charge of £100 per dog, per day will apply until collection and must be paid in advance.
If a dog remains uncollected for 48 hours after the agreed collection date without contact from the owner, Waggy's may arrange rehoming at its discretion.
Daycare dogs not collected by 7pm will be transferred to boarding and must be collected by 11am the following day. An additional £20 charge will apply, alongside any existing booking charges.

Visiting Waggy's

When on Waggy's property, all dogs are required to be on a lead at all times.

Guided visits are available by appointment only, scheduled daily at 10:30 AM on a first-come, first-served basis. All visits must be booked in advance.

Please note that children under 16 are not permitted on-site. Customers are welcome to bring their dog, but proof of up-to-date vaccinations must be provided.

WAGGY'S

Grooming Services

Booking process

- Waggy's reviews submissions but is not liable for incidents caused by false or incomplete information,
- Customers accept liability for any damage or danger resulting from such incidents.
- Waggy's reserves the right to refuse service without refund if information is false, missing, or updates are not provided.
- A receipt upon payment of the deposit confirms the booking.

Prices and Definition of Grooming Services

Grooming and Bath and Brush rates

Size of Dog	Groom Price	Bath & Brush Price
Toy	From £45	From £25
Small	From £50	From £30
Medium	From £55	From £35
Large	From £60	From £40
Giant	From £65	From £45
Puppy	From £30	

A full groom includes a bath, brush, hand-dry, clipping/scissoring/hand-stripping, nail clipping and ear cleaning. We do not crate-dry dogs.

Prices are confirmed at check-in and depend on each dog's coat condition. The final price may also change after the service if the dog's behaviour requires additional time or handling.

Treatment package rates

Service	Description	Price *	
The Deshed Treatment	*Deshedding shampoo and conditioners are applied, followed by high velocity dryers and specialised brushing to provide a complete 'deshed' brush out.*	Toy / Small	£5
		Medium	£10
		Large	£15
		Giant	£20
The Paw Pamper Treatment	*Paws are washed, brushed out and dried. Paw pads are clipped, feet are tidied, nails are clipped and paw balm is applied.*	£20	

*Exact price will be determined by the observation of several factors upon check in, and the dog's behaviour during the groom.

Other service rates

Service	Description	Price *	
Teeth Cleaning	*Full clean of a dog's teeth using an ultrasonic electric toothbrush*	£30 - £50	
Nail Clipping	*Trimming of a dog's nails, including dew claws*	Toy	£8
		Small	£10
		Medium	£12
		Large	£14
		Giant	£16
Fluff Dry	*Applicable on Bath and Brush appointments for curly coated breeds. The coat is dried with a specialist technique to provide a 'fluffy' finish.*	Toy	£5
		Small	£10
		Medium	£15
		Large	£20
		Giant	£25

*Exact price will be determined by the observation of several factors upon check in, and the dog's behaviour during the groom.

'Appointment Upgrades' Rates

Service	Description	Price
Ear Cleaning	*Full clean of the inside of the ear, removing any waxy build up*	*£5
Nail file	*Nails are filed after a trim to smooth out sharp edges*	*£5
Fresh Breath Gel	*Teeth are brushed with Fresh Breath Gel*	*£5
Paw Balm	*Paws are cleaned and moisturised with a soothing paw balm*	*£5
Blueberry Facial	*Deep facial clean and cleanser*	*£5
Conditioner	*Conditioner applied during the wash, and finished off with a leave in conditioner spray*	*£5
Wrinkle treatment	*Face folds are deep-cleaned using a specialised shampoo and then a soothing cream applied*	*£5
Ear Plucking	*The removal of hair from the ear canal via the use of tweezers*	*£5

Exact price will be determined by the observation of several factors upon check in, and the dog's behaviour during the service.
*Price offer of '2 for £8' or '3 for £10' applies. Upgrades must be selected at the same time, for the same appointment to qualify.

Additional Charges

Bands	All additional charges will be sent in an invoice via email following the service. Please note that Band 5 is not the maximum charge and if deemed necessary we may place further charges.	**Band 1**	**£5**
		Band 2	**£10**
		Band 3	**£15**
		Band 4	**£20**
		Band 5	**£25**

Charges include, but are not limited to:

Service/Issue	Details & Charges
Matting/Coat Condition	Charges depend on the extent of matting. Matting can damage tools, requires more time, and may need additional staff.
Behavioural Issues	Charges vary based on behaviour, from fidgeting to aggression. Additional groomers/time may be needed to ensure safety.
Fluff Drying	Some coat types require fluff drying to groom, which takes more time and may incur extra charges.
Coat Length	"Prices from" apply to short coats. Longer grooming lengths or naturally long coats will incur extra charges due to added drying/brushing time.
Handstripping/Handscissoring	These are specialist, labour-intensive services charged at higher rates than standard grooming.
Unexpected Size of Dog	If a dog is larger than expected, additional charges may apply.
Fleas and Ticks	Extra charges apply if fleas or excessive ticks are found, to cover sanitization (e.g. flea bombs) and possible use of "Bugalugs" flea/tick shampoo.
Teeth Cleaning	Prices range from £30–£50 based on tooth condition. A £30 deposit is required when booking, with possible additional charges after assessment.
Late Fees	Late charges start at £10 and may increase depending on how late arrival to the appointment is.

Late Drop-Off

Arriving late to an appointment can delay our schedule and affect other customers' appointment and collection times. We allow a 15-minute grace period for all appointments.

If a customer arrives more than 15 minutes late, additional charges will apply, and Waggy's reserves the right to cancel the appointment entirely. In such cases, any deposit paid will be forfeited.

Deposits Cancellations and Refunds

Deposits

Grooming Services with Boarding

All deposits for Grooming services during Boarding stays must be made within 24 hours of receiving an invoice to confirm a booking; otherwise, the booking will be cancelled.

- For bookings of 3 days or less, a full deposit for Grooming services is required at the time of booking.
- For bookings longer than 3 days, we will require a deposit of 50% for the Grooming services. The remaining balance will be requested via email one week before the booking starts.
- For bookings made less than one week before the start date, the full deposit is required upfront, regardless of the booking duration.

Grooming Services with Daycare/Stand-Alone Grooming Services

All Grooming services during Daycare bookings, and stand-alone Grooming services bookings, must be paid for in full within 24 hours of receiving an invoice to confirm a booking; otherwise, said booking will be cancelled.

Cancellations/Refunds

Grooming Services with Boarding

- All deposits for all Grooming services attached to Boarding bookings are non-refundable and non-transferable.
- Cancellations made 7 or more days before the start date will not be charged the remaining balance of the service.
- Cancellations made less than 7 days before the start date will be charged the full remaining balance of the booking.
- No credit or refund will be given for early returns, if the service has not yet been completed the customer will still be charged in full.

Grooming Services with Daycare / Stand-Alone Grooming Services

- Credit is issued only for cancellations made more than 7 days before the booking. No credit is given for cancellations with less than 7 days' notice.
- Credits can be used for Grooming services only and are not valid for any other services.

Please note, that for Grooming bookings of all kinds, no refunds are given if the service cannot be completed due to the dog's behaviour, existing state of coat or teeth, or uncovered medical condition.

Teeth Cleaning

Our ultrasonic teeth cleaning service is suitable for dogs with mild to moderate tartar buildup. This non-invasive procedure can help to:

- Freshen breath
- Improve gum health
- Reduce tartar accumulation

However, this is not a substitute for veterinary dental care. The procedure is carried out by a trained operator, not a veterinarian, and is intended for cosmetic and preventative maintenance only.

Important Information

- Teeth cleaning is not a veterinary procedure. If a dog has severe tartar, loose or damaged teeth, infection, or any other concerns, Waggy's may require veterinary assessment before treatment or refer the dog for veterinary dental care.
- Removing tartar can reveal previously hidden issues, such as gum disease, decay or damaged teeth. Waggy's cannot diagnose or treat dental conditions and accepts no responsibility for pre-existing dental issues before, during or after treatment.
- Where tartar is excessive, veterinary treatment may be required before ultrasonic cleaning can be used for ongoing maintenance. If treatment cannot proceed due to dental concerns, payment will not be refunded.

Matting policy

If a dog arrives with a severely matted coat, Waggy's is legally entitled to shave the coat to a safe length in order to remove the matting, in full compliance with the Animal Welfare Act 2006, which prohibits causing unnecessary suffering.

Waggy's will make every effort to contact the customer before proceeding. However, if the customer is unreachable, Waggy's will proceed with shaving in the best interest of the dog's health and welfare.

Matted Coats

- Matting can cause discomfort, skin irritation, overheating and infection. Clipping or shaving may also reveal previously hidden skin conditions, wounds or parasites.
- Although every precaution is taken, removing a matted coat can result in redness, minor grazes, irritation, scratching-related injuries or reactions to underlying conditions. Waggy's accepts no liability for these after-effects.
- An additional charge applies for dematting or shaving due to the extra time, equipment and expertise required. Charges are assessed according to the dog's coat condition, and by booking, owners agree to pay any additional costs incurred.

Veterinary Authorisation

If Waggy's determines that urgent veterinary care is required, the customer accepts full responsibility for all associated costs. Should the customer's usual veterinarian be unavailable, or if travelling to that vet may compromise the dog's wellbeing, Waggy's is authorised to use a veterinarian of its choosing. Any trips required will be subject to the conditions found in the clause "Use of Veterinary Professionals".

Flea and Tick policy

It is the sole responsibility of the owner to ensure that their dog is appropriately flea- and worm-treated prior to arrival—both as treatment and prevention.

If a dog is known or suspected to have fleas, the owner must not bring the dog into the salon, in order to prevent contamination of the premises and potential transmission to other dogs in our care.

If Fleas Are Discovered During an Appointment

If fleas are found on a dog during their appointment:

- A flea bath will be provided, and fleas will be manually combed out (see *Additional Costs* section).
- Waggy's will not apply any flea treatments that have not been provided or approved by the owner, or prescribed by a veterinarian, due to the risk of allergic reactions.
- All associated costs (including cleaning, disinfection, and flea control of the salon) will be the responsibility of the owner.