

Pricing Policy

Vanity Furr Ltd

This pricing policy provides clarity and transparency for our customers, ensuring all charges are agreed in advance and any additional fees are communicated clearly.

1. Price Agreement

- All grooming prices are agreed with the client prior to the start of each appointment, based on the dog's size, breed, coat condition, and specific grooming requirements.
- A price guideline or starting price is provided for each breed or service, but final costs may vary depending on individual circumstances.

2. Additional Charges

- Any additional charges (such as extra time required for matting, behavioural issues, or special treatments) will be discussed and agreed with the owner before proceeding.
- If unexpected issues arise during the groom (e.g., severe matting, fleas, or medical concerns), the groomer will contact the owner before incurring extra costs.

3. Matting and Special Circumstances

- Heavily matted coats require extra time and care, which will incur an additional fee.(£20.00) This is always communicated to the owner before work begins. A separate policy on de-matting exists.
- Owners are encouraged to maintain regular grooming schedules to avoid matting and associated charges.

4. Service Inclusions

- Standard grooming prices usually include bathing, drying, brushing, nail clipping, and ear cleaning. Any additional or specialist services (e.g., hand stripping, spa treatments) are priced separately and agreed in advance.

5. Communication and Transparency

- Clients receive a clear breakdown of all charges at the time of booking and before any grooming begins

- All pricing information is available in writing (in-salon, online, or via email) and updated regularly to reflect current rates and services

6. Payment Terms

- Payment is due at the time of service, unless otherwise agreed.(Card or cash)
- Any cancellation or late arrival fees are outlined in the salon's separate cancellation policy.