



MUCKY PUPZ CANINE SERVICES LTD

Grooming with care



One client at a time

Your dog, or dogs from your household, will be the only dogs in the salon during your appointment.

Specialising in nervous dogs and doodles

Free salon consultation • Gradual introductions • Thoughtful coat care

Your salon appointment



Specialising in nervous dogs and doodles

One client at a time. Your dog, or dogs from your household, will be the only dogs in the salon during your appointment. We allow individual attention, settling time and comfort breaks, with no dryer cabinets.

A salon appointment for your household

The salon welcomes daycare clients and other dogs. Book a free 30-minute consultation to discuss your dog's coat, health, handling needs and previous grooming experience. We confirm the service and price before work.

A complete care routine

A full groom includes suitable bathing and conditioning, drying, brushing, the agreed haircut or coat-appropriate tidy, nail care, pads and hygiene areas where appropriate, and a collection summary. Ear and eye care is adapted to the dog; a grooming check is not a veterinary examination.

Bath and brush-out between full grooms

Bath and brush-out is available for doodles, Bichons and other fluffy, long or curly coats. Ideally book halfway between full grooms, especially if home brushing is difficult. It includes bathing, drying, brushing and combing, with no haircut, substantial mat removal or heavy undercoat removal. It supports, rather than replaces, the recommended home-care routine.

Other appointments

Ask about puppy introductions, hygiene tidy-ups, nail care and coat-care advice. Our pedicure tidies long foot hair, clips the pads and trims nails where appropriate, including for breeds such as Springers. The standalone pedicure price is £20 including VAT. Anal gland expression is available only where there are no signs of pain, inflammation, infection or impaction; suspected problems require veterinary attention. Anal gland expression costs £15 including VAT. Prescription bathing follows veterinary instructions. We are pet-dog groomers offering breed-standard styling and practical pet trims. Scissors are used for refinement only. We do not offer hand stripping or scissoring an entire wool coat.

Book a free salon consultation: 01342 621703 | enquiries@muckypupz.co.uk
Brookwood, Church Road, Burstow, Horley, Surrey RH6 9RG

Helping nervous dogs

Start with a free consultation

Meet your groomer and explore the salon during a free 30-minute consultation. Tell us about your dog's history, previous grooming experiences, health and handling concerns. You do not need to feel embarrassed if coat care has become difficult; the first step is a conversation.

Small steps and a familiar routine

We offer introductory appointments, often beginning with 30-minute visits depending on the dog's needs. The aim is to build positive associations with the space, equipment and handling, with breaks and progress at your dog's pace. A first session may focus on settling and the most pressing comfort needs rather than a complete haircut.

A programme shaped around your dog

Our nervous-dog programme can be planned around eight weekly visits, with a half-day daycare element where suitable and agreed. Puppy acclimatisation can be planned around five weekly visits and a coat-care kit. Both work towards a full groom when the dog is comfortable enough. Timing, activities, any daycare element and price are confirmed after assessment; neither programme guarantees a full groom by a fixed visit.

When veterinary input is needed

Pain or illness can make handling harder. We may ask you to seek veterinary advice before grooming if health concerns arise. If continuing is unsafe or distressing, we stop and discuss the next step. We do not provide sedation.

The free consultation is separate from paid practical sessions. A standalone puppy introduction up to 30 minutes is £30; nervous-dog sessions and multi-visit programmes are individually quoted. Prices include VAT.



Grooming prices and planning

Grooming prices effective 4 October 2026, including VAT. Starting prices assume a maintained coat; your individual quote is agreed before work. Existing agreed quotes and active contracted prices are honoured.

Service - starting prices	Small / medium / large
Full groom - straight or silky haircut coat	£65 / £70 / £85
Full groom - curly, wool or doodle coat	£65 / £75 / £90
Short or smooth coat care	£45 / £50 / £60
Bath and brush-out - long or curly coat	£40 / £45 / £55

Size guide: small up to 10 kg; medium over 10-20 kg; large over 20-35 kg. Actual size, coat and time determine the quote. Size alone is not an exclusion. Very large double or wool coats require assessment before booking; acceptance depends on coat condition, safe handling and salon capacity.

The full price schedule

Our Grooming Price Schedule includes breed-standard styling for pet dogs, deshedding, crossbreeds and coat-care services. Nail clipping alone is £15; routine nail care is included in a full groom. Find the schedule in the Client Hub.

Regular coat care

We will recommend a full-groom interval and, where helpful, a halfway bath and brush-out. Grooming plans spread an agreed annual schedule over 12 months. Existing plan and VIP benefits follow your agreement.

Grooming cancellations with less than 24 hours' notice remain chargeable or count as used under the applicable agreement, without recovering the same loss twice. Charges are subject to reasonable actual loss and consumer rights. Females in season are excluded from all services. Read the Client Hub health requirements, including kennel cough and the conditional booster grace period.

Nervous-dog acclimatisation

From £30 including VAT for an approximately 30-minute session. The first consultation is free. We agree the programme and total price after assessment, identifying any daycare or grooming element separately; a full groom is not guaranteed within a fixed number of sessions.

Comfort and salon hygiene

Over eight weeks since the last groom

When more than eight weeks have passed since the last groom, a £10 surcharge per dog applies to coat-care appointments. It covers the first ten minutes of additional coat work; further agreed time is £1 per minute. Exactly eight weeks attracts no surcharge. We explain the charge before booking and record any agreed exception. We do not charge twice for the same work.

Matting and welfare clips

Humanity over vanity, every time. Loose everyday tangles are included in normal brushing. Additional coat work is £1 per minute for actual extra time within a maximum agreed beforehand, after any ten-minute allowance covered by the overdue surcharge. Extra detangling is limited to small, loose areas and no more than ten comfortable minutes. Tight or widespread matting needs a welfare clip; we stop sooner if your dog is uncomfortable and may recommend veterinary care.

We agree clipping areas, likely length and the maximum extra charge before work. If the plan or cap needs to change, we contact you. If you cannot be reached, we stop at a safe point unless urgent welfare action is reasonably necessary. There is no duplicate blade or shave-down fee.

Parasites - fixed £25 surcharge

A fixed £25 surcharge per affected visit, including VAT, applies when external parasites require extra salon cleaning and appropriate environmental pest treatment. The groom may stop, prompt collection may be required and later appointments may be rearranged. Please tell us before attending if you suspect parasites. We may postpone the groom and require appropriate treatment before return. This covers the salon, not veterinary treatment for your dog.

The £25 charge is separate from grooming actually supplied; it is not an automatic charge for the rest of the day's cancelled appointments. Any further recoverable loss must be lawful, reasonable and evidenced, without double recovery. Existing agreed quotes and contracted prices are honoured. Consumer rights remain unaffected.

Plans, VIP and home coat care

VIP membership covers the routine groom allowance in your agreement. Owners must brush, comb and maintain their dog's coat between visits. Additional work for tangles or matting, the overdue surcharge and parasite decontamination are charged separately, subject to existing discount entitlements and an agreed work limit. An included routine groom uses one allocation; its full price is not charged again.

Close clipping can reveal existing skin problems and carries risks despite reasonable care. We explain these and record informed consent. Nothing limits our duty to use reasonable care and skill or your statutory consumer rights.

Additional care and inclusions

Pedicures and anal gland expression

Pedicure £20: foot hair tidied, pads clipped, nails trimmed, loose knots between toes addressed and suitable paw balm applied where appropriate. Anal gland expression £15: only where there are no signs of pain, inflammation, infection or impaction. Suspected problems require veterinary attention. Prices include VAT.

Facial, hygiene and coat care

Blueberry facials are included where appropriate in full grooms and bath-and-brush visits. Separate face / visor trims, itch-relief baths and prescribed-shampoo bathing are quoted before booking. Standalone sanitary / hygiene tidies start at £20. Prescribed products follow veterinary instructions.

Included care stays included

Routine foot, nail, hygiene and facial care already included in a full groom is not charged again. Grooming-plan face, nail and sanitary pop-in support remains included as agreed. Appropriate balms, conditioning and finishing products are part of the agreed groom. Tooth brushing and eye, ear and skin-fold care depend on suitability; they are not veterinary or dental treatment.

Extra care around your appointment

Early grooming drop-off from 8 am and up to one hour of additional care after grooming must be arranged in advance, subject to staffing and suitable care space, with the price confirmed before booking. These arrangements preserve our one-household-at-a-time salon service. Medication administration support is free for regular clients by arrangement, subject to safe handling and instructions.