

A grooming routine, made simple



Regular appointments, practical coat-care support and an agreed annual cost spread across 12 months. 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.

How the plan works

Plans are available from your third appointment, after assessment. The agreed included services receive a 10% discount; the annual cost is split into 12 equal monthly Direct Debit payments, normally collected around the 25th.

Care throughout the year

Your plan includes an agreed 12-month appointment schedule, a grooming kit and a coat-care lesson. Pop-in support includes face / visor trims, nail care, sanitary tidies and help with ears, eyes, feet and small loose knots, as agreed. Substantial matting is assessed separately.

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.

Your individual schedule

We email the agreed services and costs before you join. New quotes use the prices effective 4 October 2026; active agreed plan prices are honoured. A halfway bath and brush-out can be included in your schedule. The example overleaf is illustrative, not a universal monthly fee.

An example you can follow

Medium curly Cockapoo example

Eight full grooms at £75: £600.00

Eight halfway bath-and-brush visits at £45: £360.00

Total standard annual value: £960.00

Plan discount of 10%: £96.00

Annual plan total: £864.00

12 monthly payments: £72.00

Prices include VAT and apply from 4 October 2026 to new agreed schedules. Actual coat, size, needs and the appointment interval determine your quote.

Clear expectations

Plans have a 12-month minimum term and require one month's cancellation notice. Payments spread the annual cost. Ordinary early termination follows your agreement's discount recalculation, limited to services supplied and reasonable actual loss after costs saved and payments received. Statutory cancellation rights take priority.

Appointments need at least 24 hours' notice to cancel or rearrange. Late cancellation remains chargeable or counts as used under the agreement, without double recovery and subject to reasonable actual loss and consumer rights. Females in season are excluded from all services.

Additional charges and coat care

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.

Owners must maintain the coat between visits. Extra coat work and substantial matting are assessed and agreed separately, within a work cap and welfare limits. A fixed £25 parasite decontamination charge applies per affected visit when extra salon treatment is required. These charges apply to plans and VIP appointments, subject to existing discount entitlements. See the Grooming Price Schedule for the full policy.

An included VIP routine groom uses one allocation; its full price is not charged again when agreed extras apply.

A grooming plan is separate from daycare VIP membership. 2027 VIP routine groom allocations remain Bronze 6, Silver 8 and Gold 12 per term. Read the applicable agreement and Client Hub health requirements.