Terms and Conditions

The Dog House at Otterwood Cottage

Last updated: 6 September 2026

These terms and conditions ("Terms") apply to every booking made with The Dog House at Otterwood Cottage, a trading name of Otterwood Cottage Ltd (company number 16550983, registered office at Otterwood Cottage, Fenside, East Kirkby, Spilsby, PE23 4DD) ("we", "us", "our"). By booking an appointment with us, you ("you", "your") agree to these Terms.

Contact email: thedoghouse@otterwoodcottage.co.uk

Website: https://www.otterwoodcottage.co.uk/

Nothing in these Terms affects your statutory rights as a consumer.

1. Bookings and appointments

- Appointments are booked by contacting us directly — by phone, text message, WhatsApp, social media direct message, email, or via our website — and are confirmed once we've agreed a date and time with you.
- Please arrive at the agreed time. If you're running late, please let us know as soon as possible — we may need to shorten the appointment or rearrange it if it significantly affects our schedule for other clients.
- We groom by appointment only, at our premises.

2. Cancellations, no-shows and changes

- Cancelled or rearranged with 48 hours' notice or more: no charge.
- Cancelled or rearranged with less than 48 hours' notice: a charge of 50% of the appointment price applies.
- Cancelled with less than 24 hours' notice, or a no-show: the full appointment price applies.

We'll always try to be flexible in genuine emergencies — please just get in touch with us as soon as you can.

3. Deposits and payment

- We do not require a deposit to secure a booking.
- Payment is due in full at the time you collect your dog, by cash, card, bank transfer, or another method we offer at the time.
- Cancellation or no-show charges under Section 2 are payable before, or at, your next appointment, and we may ask for these to be settled before taking a further booking.

4. Vaccinations and your dog's health

- All dogs must be up to date with their routine vaccinations before attending an appointment. We may ask you to confirm or show proof of this.

- You must tell us about any health conditions, allergies, recent injuries or surgery, or sensitivities (for example, to being restrained, bathed, dried, or having certain areas handled) before your appointment, so we can groom your dog safely and appropriately.
- Grooming can sometimes reveal skin conditions, lumps, parasites, or other issues we weren't previously aware of. If this happens, we'll let you know and may recommend you see a vet. We are not vets and do not provide veterinary advice, diagnosis, or treatment.
- If fleas, ticks, or other parasites are found, we may need to use an appropriate treatment product (which may incur an additional charge) or, if necessary for the safety and welfare of other dogs and our staff, decline to continue the appointment.
- We reserve the right to decline or postpone an appointment if we reasonably believe a dog is unwell, contagious, or not fit to be groomed.

5. Matted coats, temperament, and our right to refuse or stop a groom

- Severely matted coats can be uncomfortable or painful for a dog, take significantly longer to groom, and may require a close shave for the dog's welfare, at our reasonable discretion. An additional charge may apply where matting requires extra time or a different approach than a routine groom — we'll let you know if we expect this to be the case.
- The welfare and safety of your dog, our staff, and other animals comes first. If a dog's behaviour puts anyone's safety at risk, or grooming cannot be carried out safely or humanely, we may decline to start, or stop partway through, an appointment.
- If we stop an appointment partway through for these reasons, you will be charged for the time and work completed up to that point, and you'll still need to collect your dog at the agreed time, or as soon as reasonably possible.

6. Drop-off and collection

- Appointments take place at our premises. Please drop off and collect your dog at the times we agree with you.
- For the wellbeing of your dog and the smooth running of our grooming space, owners are not able to remain on the premises during the groom.
- Please let us know as soon as possible if you're going to be late collecting your dog.

7. Parking

Owners are welcome to park on our drive while dropping off and collecting their dog. We do not accept any liability for vehicles parked on our premises, or their contents, including any loss, theft, or damage, except where this results from our negligence.

8. Insurance and liability

- We hold public liability insurance and care, custody and control insurance for the dogs in our care.
- We take great care with every dog we groom. We are not liable for the aggravation or discovery of pre-existing health conditions during grooming, except where this results from our negligence.

Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be limited or excluded under UK law, and nothing in these Terms affects your statutory rights under the Consumer Rights Act 2015.

9. Belongings

Please let us know if you'd like any collar, lead, or accessory returned with your dog after the appointment. We take reasonable care of any belongings left with us but aren't liable for loss of, or damage to, items except where this results from our negligence.

10. Photographs and recordings

We may take photographs and video recordings of your dog for grooming records, and, only with your consent, for our marketing or social media. See our Privacy Policy for more detail on how we use and store this information.

11. Complaints

If you're ever unhappy with your appointment, please let us know as soon as possible at **thedoghouse@otterwoodcottage.co.uk** so we can put things right.

12. Changes to these Terms

We may update these Terms from time to time — for example, if our services or policies change. The “Last updated” date at the top of this page shows when they were last revised. The version in place at the time of your booking will apply to that appointment.

13. Governing law

These Terms are governed by the laws of England and Wales, and any disputes will be dealt with by the courts of England and Wales.

14. Contact us

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