

Drop off & Collection

Follow these steps when dropping off and collecting:

1. The door will be locked, please use the doorbell to get our attention.
2. The staff will unlock the door. Please wait until we step back behind the gate and pull the screen across.
3. You can now enter into reception
4. Use the purple slip lead attached to the wall, or the drop off crate, to secure your dog.
5. Remove leads, collars and harnesses and take them with you. Unfortunately, we can no longer hold on these for you.
6. You will be contacted when your dog(s) are ready for collection. You will also be told the price so you can prepare payment.
7. When you return to the Salon. Ring the doorbell and we will open the door. Please wait until we have moved behind the screen before entering.
8. You can either pay by cash or card.
9. **Cash** Payment – Money needs to be the correct amount, and in an envelope. Change will **NOT** be given, to help prevent cross contamination. Place in a zip lock bag, provided by Top Dog on the table by the door. Then place into the black basket.
10. **Card** Payment – Use the hand sanitiser **BEFORE** touching the terminal. This will be disinfected after every use.
11. After payment. Stand by the sofa behind you/to your right, behind the tape. The staff will then bring your dog(s) out to reception and attach them to the wall. Once back behind the gate and screen, you may then attach your own collar/harness and lead.
12. New appointments will be made through Facebook, text, or email, at a later time. This will allow us time to clean the Salon before our next customer.