

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
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 gate before entering.
8. Once the door is closed, we will let your dog(s) out from behind the gate. Please secure your collar/harness and lead.
8. You can either pay by cash or card.
9. **Cash** Payment – Money needs to be the correct amount. 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 –Should the cost of the Groom exceed the contactless limit; we will process 2 payments to help prevent using chip and pin. Should you wish to use chip & pin, please use the hand sanitiser provided **BEFORE** touching the terminal. This will be disinfected after every use.
11. 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.

**Time taken to groom you dog(s) may change from previous visits.
Prices will also be different, due to the price increase which was due in
April 2020.**