

General Terms & Conditions

By booking and entering The Suddy Dog Ltd premises you are accepting the below terms and conditions.

The Suddy Dog Ltd and its directors accept no responsibility for any injury or loss while using the facilities both supervised and unsupervised.

By using our services owners confirm that their dog is up to date with their annual vaccinations. The Suddy Dog Ltd takes no responsibility for any dog that may contract any illness. All precautions are taken to disinfect the premises numerous times daily.

All dogs must be on leads while in the car park.

All dogs must remain on leads until inside the designated pod. Whilst inside the pods the dogs should be secured using the fixings supplied.

Dogs should never be left unattended.

It is the owner's responsibility to ensure the water temperature from the shower units is suitable for their dogs. The Suddy Dog Ltd accepts no responsibility for injuries caused due to incorrect water temperatures.

It is the owner's responsibility to ensure all the products used on their dogs are suitable for them. The Suddy Dog Ltd accepts no responsibility for injuries caused using the products supplied. Details of product ingredients can be obtained from a member of staff.

Full terms and conditions are available by using the link at the bottom of the website and are available to view within The Suddy Dog. Deposits are non-refundable but are transferable if we are notified 24 hours prior to your appointment time starting. If you do not show up for your appointment and do not notify us, we will charge the full value of your slot, less your deposit paid. This will be invoiced to the details you have supplied when booking your appointment. By booking your appointment you agree to this policy and the terms and conditions set out by The Suddy Dog NI Ltd.

Owners must ensure they keep to their allocated time slot. Anyone arriving 10 minutes after their appointment time may be refused admission and no refund or transfer will be applicable.

A surcharge will apply for every 10 minutes you run over your time slot.

Photographs and videos may be taken during your visit for marketing and social media purposes.

Misuse of our equipment resulting in damage may incur costs to you (the owner) and is at the discretion of The Suddy Dog Ltd. You (the owner) agree to use all equipment responsibly and agree to pay for any damages due to misuse or any damages caused by your dog.

Please be aware this is a wet area and there is a danger of slipping. The Suddy Dog Ltd takes no responsibility for any accidents or injuries. Suitable footwear should be worn.

All areas of the business are covered by CCTV, this is for the security and protection of all users and staff.

The directors of The Suddy Dog Ltd reserve the right to change the above terms and conditions without prior notice.

