

TAURO GROOMING ACADEMY SALONS – INTERNAL RULES

English translation of the Lithuanian original.

1. Purpose

The internal rules of Tauro Grooming Academy salons (hereinafter – the Rules) set out the principles of conduct, service provision, safety and hygiene applicable to employees, clients, visitors, animal owners and other persons on the premises.

2. Scope

The Rules apply to all employees, academy visitors, clients, guests, suppliers and third parties present on the premises of the Tauro Grooming Academy salon.

3. Definitions

Salon – the Tauro Grooming Academy training and beauty services centre operating in accordance with KIKA Group standards.

4. Internal order and rules of conduct

4.1. The salon's working hours are set by decision of the administration and announced publicly.

4.2. It is prohibited to:

- use violence, make noise, or threaten employees, visitors or animals;
- use staff premises or belongings without permission;
- film employees or clients without permission;
- bring animals that have infectious diseases or have been recently vaccinated (quarantine period – 14 days);
- leave aggressive or unstable animals without informing staff.

4.3. Recommendations:

- To ensure the animal's comfort and safety, we recommend not feeding the animal 2–3 hours before the visit. An empty stomach helps prevent possible nausea or vomiting under stress (e.g. in the bath or while drying);
- arrive 10 minutes early so that the procedure runs smoothly;
- bring the animal on a leash or in a carrier;
- before the first procedure, provide information about allergies, chronic diseases, sensitivities and behavioural characteristics.

5. Service conditions and risks

5.1. If the animal behaves aggressively during the procedure, the groomer or staff member has the right to stop the procedure immediately. The procedure will not be continued, and an additional fee (from 10 to 35 euros) may be charged for dangerous behaviour, depending on the situation.

5.2. If the client is late, the groomer has the right to provide only as many services as can be performed in the remaining reserved time. The procedure will be adapted to the remaining time, and the total price does not change. If the delay exceeds 30 minutes, the staff member has the right not to perform the procedure, after informing the client.

5.3. Services are not provided if:

- the animal has acute health problems, including fever, diarrhoea, vomiting, seizures or breathing difficulties;
- the animal has pronounced behavioural problems that may pose a threat to staff safety or interfere with the provision of services;
- the animal shows active allergic reactions, skin inflammation, wounds or rashes;
- the animal has been recently vaccinated, i.e. less than 14 calendar days have passed since the last vaccination, so there is an increased risk of reactions or weakness.

5.4. Tauro Grooming Academy is not liable for:

- deterioration of the animal's health or its death if the client did not provide accurate information;
- deterioration of the animal's health or even its death, which may be caused by stress in older age and/or when suffering from diagnosed or undiagnosed diseases;
- skin or behavioural reactions arising from stress, old age, treatment or the effects of the procedures;
- allergic reactions to cosmetic or hygiene products if they were selected based on the information provided by the client.

5.5. The client undertakes to:

- provide accurate information about the animal's health, vaccination, allergies, behavioural characteristics and medications taken;
- arrive at the agreed time and collect the animal on time after the procedure;
- inform staff of any signs of stress or discomfort in the animal;
- monitor the animal's well-being after the procedure and consult a veterinarian if skin redness, itching, lethargy, breathing difficulties, behavioural changes or other unusual symptoms occur.

5.6. Removing mats from the animal's coat, brushing them out or shaving them off is an additional procedure that is not included in the standard grooming price. In case of severe matting, an additional fee applies, which is determined before or during the procedure after assessing the condition of the coat.

5.7. Animals may be brought in no earlier than 14 calendar days after surgery, unless a veterinarian advises otherwise. The animal must be fully recovered, with wounds healed, no stitches and no restrictions on movement.

5.8. If the animal is left at the salon for more than 60 minutes after the end of the procedure, an additional fee of 5 euros applies for each additional hour. This provision applies to ensure the care and comfort of the animals and the organisation of staff work.

5.9. Prices in the price list are indicative. The exact price of the service is determined only after examining and assessing the animal, taking into account the condition of the coat, the animal's behaviour and the procedures required.

6. Animal welfare and hygiene

All grooming, bathing and care processes are carried out using only products intended for animals, ensuring the animals' safety, hygiene and comfort.

7. Personal data protection

Client personal data are processed only for registration, service provision and information purposes, in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) and other legal acts of the Republic of Lithuania governing personal data protection.

The client has the right to access their personal data, to request their rectification or erasure, and to restrict their processing. Personal data are stored for no longer than one (1) year from the date of the last service provided, unless legal acts require a longer retention period.

8. Final provisions

The Rules are posted on the salon's information board and website and, at the client's request, provided by email. By visiting the Tauro Grooming Academy salon or registering for a procedure, the client confirms that they have read the Rules and undertakes to comply with them.