



CUSTOMER BOOKING WALKTHROUGH

Create your customer account

Your dog's details first. Your next visit, together in one place. This guide takes you from sign-up to collection.

02 Add your dogs

03 Choose care and a time

04 Confirm the visit

05 Manage visits and payment

06 Approve or decline extra care

07 Install, notifications and help

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- 1** Open gogroompets.com, choose **Sign up**, then **Customer sign up**. Enter your email and a password of at least 12 characters.
- 2** Read and accept the platform terms. Choose whether you want GoGroomPets marketing emails. That checkbox is optional.
- 3** Choose **Create customer account**. Open the verification email, verify your address, then use **Sign in > Customer sign in** to open **My bookings**.

After verification, your welcome email includes this PDF. You can also download it from Help or your account. Marketing choices do not affect booking updates.



01 / YOUR DOGS

Start with your dog's details

- 1 In **My bookings**, use **Add dog**. Enter the dog's name, breed or variety and age in whole years and remaining months (or a birth date); choose **Save dog profile**.
- 2 Share relevant health, medication and care information. **Reactive around dogs** and **Reactive around people** are separate choices. Give an emergency contact where helpful.
- 3 To book, open your groomer's GoGroomPets booking page. In **Your dogs**, choose a **Saved dog profile** or enter a new dog. Update any details that have changed.
- 4 In Find a groomer, select one or more saved profiles to find businesses accepting them. Use **Add another dog** on the booking page for more than one dog. Switch between the dog tabs and check each profile before choosing **Continue**.

A listed breed supplies its size and dog type automatically. Excluded breeds and sizes cannot be booked. For an unlisted or uncertain breed, request groomer review; see page 8.

Dog 1: Moss

Add another dog

Tell us about your dogs

Share the details that will help your groomer prepare.

Your chosen groomer receives the care and contact details needed for your booking. Read our [privacy notice](#).

Dog's name

Moss

Breed or variety

French Bulldog

Breed not listed / mixed breed

Age — years

3

Age — months

0

Actual interface - fictional example. Labels and available options depend on your account.



02 / SERVICES, DATE & TIME

Choose care and a time

- 1 Use [Find a groomer](#) or your groomer's shared link. Search by business name, town, postcode or Eircode. Name suggestions appear as you type; **Companies registered** opens the searchable company list. Published PIN and approved-customer businesses are included, with booking access still protected. Distance is approximate; location searches show matches within 50 miles.
- 2 In **Services**, choose care for each dog. Add available extras. **Single-item appointments**, such as nail trims, can be booked on their own where the business offers them.
- 3 Check the displayed price for each dog, then choose **Continue**. In **Date & time**, choose **Your groomer** if offered, or **Any available groomer**, then a date and time. Some businesses assign any available groomer automatically.
- 4 The next available appointment suggestions can help you find a slot. For several dogs, select a time for each; your selected visits cannot overlap. Choose **Continue** when every dog has a time.

A selected slot is not yet a confirmed booking. Some businesses use a PIN, approve regular customers or link to their own external booking system.

The screenshot shows a mobile app interface for booking a grooming appointment. At the top, it says 'Dog 1: Moss' with a checkmark. Below that is the heading 'Find a time that fits'. Underneath is a dropdown menu labeled 'Your groomer' with the option 'Any available groomer' selected. The main part of the interface is a calendar for 'October 2026'. The date '8' is selected, which is a Thursday. To the right of the calendar, it says 'Thu, 8 Oct' and '60 minutes for Moss, plus preparation time'. Below this, there are several time slots in a grid: 09:00, 09:15, 09:30, 09:45, 10:00, and 10:15. The 09:00 slot is highlighted in dark green, indicating it is the selected time.

Actual interface - fictional example. Labels and available options depend on your account.



03 / CONFIRM

Review and confirm the visit

- 1 Check the dog, service, extras, groomer, date, time and price for every appointment. Enter **Your full name** and check the email for booking updates.
- 2 For phone numbers use +44 for the UK or +353 for Ireland and omit the first 0. Email and app notifications remain available. SMS and WhatsApp are greyed out as **Coming soon**.
- 3 Read the care agreement and payment/cancellation terms. Type your full name to sign and tick the agreement checkbox.
- 4 Choose **Request booking**, or **Continue to deposit** if a deposit is required. Follow the secure payment page and return to GoGroomPets. Check the status in **My bookings** and your email.

Awaiting review means the groomer must approve the care details. A deposit request is not proof of payment. Check for the confirmed status before treating the visit as booked.

Confirm their visit

Your full name
Alex Taylor

Email for booking updates
customer@example.test

Mobile number (include +44 or +353)
+447700900123 or +353851234567

Start with +44 (UK) or +353 (Ireland) and leave out the first 0. Your groomer can use this number to contact you about your dog.

Booking updates
Email confirmations, reminders seven days before and the day before your appointment, and collection updates are part of the booking service.

Actual interface - fictional example. Labels and available options depend on your account.



04 / MY BOOKINGS & COLLECTION

Manage your visit and balance

- 1 Open **My bookings**. Use **Upcoming appointments** or **Appointment history**, and filter by your grooming business if needed. Open **Manage visit** for details.
- 2 Use **Add to calendar** to download/import a calendar copy. If the appointment moves, check My bookings and update your calendar copy yourself.
- 3 A confirmed appointment can be moved through your account until 72 hours before it starts, using an available slot. Closer to the visit, or for a cancellation or refund, contact your groomer and follow its terms.
- 4 When the groomer marks your dog ready to collect, follow the email/notification or open **Choose how to pay**. Choose online payment, card terminal on collection or cash from the methods the groomer accepts.

Online payment completes on the secure payment page. Choosing cash or a card terminal tells the groomer your intended method; the balance stays due until they receive and record payment. Check the updated paid status.

Choose how to pay

Your dog is ready to collect. Choose from the payment methods your groomer accepts.

Payment method

☐ Pay the balance online now

☐ Cash on collection

☐ Card terminal on collection

Actual interface - fictional example. Labels and available options depend on your account.



05 / CUSTOMER APPROVAL

Decide on extras during the groom

- 1 When booking, use **Matted dog** to choose one offered level: light, medium, heavy or extremely heavy. Each level shows the groomer's own price and extra time. Choose **No matting extra** if none is needed.
- 2 Your groomer may suggest an extra during the visit. Open the email or app notification, or open the visit in **My bookings**. The request shows the extras, **Additional cost** and **New groom total if approved**.
- 3 Choose **Yes, approve extras** to add the listed extras at that price, or **No, decline extras** to keep your current total. Contact your groomer first if you want to discuss the coat or treatment.

A matting upgrade credits the matting charge already agreed. Only approval changes the groom total; your answer does not take a payment. Declining, expiry or a withdrawn request adds no charge. An email link itself does not approve anything.

YOUR APPROVAL IS NEEDED

Your groomer has suggested extras

Matted dog · Heavy matting	£35.00
Replaces Light matting; £10.00 already included.	
Coat conditioning	£6.00

Current total	Additional cost	New groom total if approved
£60.00	£31.00	£91.00

You decide. Yes adds these extras and £31.00 to your agreed total. No keeps your current total. No payment is taken when you answer.

Yes, approve extras · +£31.00

No, decline extras

Please answer while your dog is being groomed. This request expires at 13:41. If you need to discuss the matting or treatment, contact your groomer before approving.

Actual interface - fictional example. Labels and available options depend on your account.



06 / INSTALL, PREFERENCES & HELP

Keep updates close

Install the web app. Use **Install App** on GoGroomPets. On iPhone/iPad, open Safari, use Share and **Add to Home Screen**; follow the on-screen Add steps. On supported Android/computer browsers, follow the install prompt or browser menu. You can also keep using the website.

Enable alerts separately. In My bookings choose **Enable app notifications**, allow the device prompt, then **Send test notification**. Check an alert appears. Enable each device separately; iPhone/iPad web alerts need the app opened from its home-screen icon on a supported system.

Reminders. Confirmed visits have email and app reminders seven days before and the day before. Short-notice visits receive only stages still in the future. Email and app notifications remain available. SMS and WhatsApp are **Coming soon**.

Marketing. Use **Communication preferences** in your account to turn GoGroomPets marketing emails on or off, then **Save communication preferences**. Booking preferences are separate.

Need help? Missing email: check junk and your email spelling. Missing alert: check app/browser permissions. Appointment, care, payment or refund: contact your groomer. Account/site help: support@gogroompets.com.

Keep the [web booking walkthrough](#) and [privacy notice](#) handy.



07 / AUTOMATIC GROUPS & PUPPIES

Breed reviews and puppy care

- 1 Your listed breed or variety automatically supplies one of five dog types and one of four sizes. Optional extras use that assigned size. A breed supplement appears in the groom or bath total where your groomer has set one.
- 2 If the breed is missing or uncertain, choose **Breed not listed / mixed breed** and enter its name. Save the profile and select **Send for groomer review** on the chosen business's booking page.
- 3 Wait for the groomer to assign a size and dog type. Check My bookings or the review email. Once approved, return to review the price and duration and select your appointment. Approval itself reserves no visit and takes no payment.
- 4 Dogs **six months and under on the appointment date** can choose an offered **Puppy full groom** or **Puppy bath** in their same size and type. Open the description to see how it differs from the regular service.

Regular services remain available. If a later date makes a puppy too old, select a regular service. For several dogs, review each quote and the combined total, then choose times one after another.

Puppy full groom

A gentle introduction to grooming for dogs six months and under on the appointment date. Short, gradual handling, a bath and tidy where suitable help your puppy become comfortable. A puppy groom may include less clipping and styling than a regular full groom. Your groomer will explain the care included for your puppy.

Puppy care uses your dog's assigned size and type. It is available only at six months and under on the appointment date.

Got it

Actual interface - fictional example. Labels and available options depend on your account.



08 / YOUR NEXT GROOM

Book again and choose follow-ups

- 1 After a recorded completed visit, open it in **My bookings** and choose **Book again**. Review your saved dog and current service. Choose a new available time and check the fresh quote before confirming.

Book again creates a new booking only when you confirm. It does not copy an old price, extra care approval, agreement signature or payment. Current breed rules and availability still apply.

- 2 In **Rebooking and waitlist preferences**, choose **Email follow-ups** and/or **App follow-ups** separately for each grooming site, then **Save preferences**. Both start off.
- 3 An enabled business normally sends one follow-up six weeks after the last completed groom, with any dog/service interval it has configured. A future relevant groom or a paused dog stops that cycle.
- 4 Clear both channel choices and save to stop follow-ups. The follow-up email also has a stop link. This permission is separate from platform marketing and ordinary appointment reminders.



Waitlist offers and customer reviews

- 1 On your chosen site's booking page, select a saved dog and service. Under **Date & time**, open **Join this site's waitlist**. Choose suitable dates, earliest/latest start times and email/app channels.
- 2 The grooming team decides whether to offer an opening. A waitlist request makes no appointment. An offer is an invitation and does not reserve the time.
- 3 In **My bookings**, choose **View offered time**. Review the dog, service, current quote and available time. If the opening has filled, choose another available time. Withdraw a request from your account when no longer needed.
- 4 After a real completed visit, an enabled business may offer a **Verified customer** rating. Verification relates to that recorded visit. Imported calendar events do not qualify.

A business may also share an external review link. It is shown independently of your star choice. Private before/after visit photos stay within the authorised grooming team.