

PUPPY OVER 6MONTHS-1YR - no grooming experience

It is the owners responsibility to ensure their dog is fit and healthy and you must notify us of any issues prior to their appointment.

Our first concern is the welfare of your dog, so in the event of injury, illness, or any exposed health issues including skin conditions, we may deem it necessary to either call a vet for advice or to attend to administer care, and unless it can be clearly proven that we are liable, all costs in connection with carrying out veterinary instruction or treatment shall be at the owners expense.

We recommend that you have dog insurance.

Our registered veterinary practice is:

Rosemary Lodge Veterinary Hospital
Wellsway, Bath
BA2 5RL

TERMS AND CONDITIONS

- It is very important that once an appointment is booked that you are on time when dropping off or collecting your dog. Failure to adhere to scheduled timing will incur a fee to cover inconvenience. Fees are charge at £10 per 30mins (or part thereof).
- When booking a package – appointments are booked and paid in advance. No refund will be offered if one or more appointments are cancelled. This is to cover inconvenience to trade of loss of earnings. Cancelling and/or re-scheduling will result in the package starting over at full cost to be paid in advance.
- If booking individual appointments, we will require at least 48hrs notice to cancel or re-schedule, if we are not afforded this, a 50% fee to cover inconvenience and loss of earnings will be charged. This must be paid before another appointment can be made. An invoice will be sent and payment must be made within 7 days or cancellation of contract under breach of terms will apply.

- If you do not show up to an individual booked appointment (called a “no contact/no-show”), you will be charged the full appointment price to cover inconvenience and loss of earnings, this must be paid before another appointment can be made. An invoice will be sent and must be paid within 7 days or cancellation of contract under breach of terms will apply.
- We will only accept dogs who have completed their course of puppy vaccinations. An unvaccinated dog puts itself and others at risk.
- We will not accept a dog who is known to have sickness & diarrhoea; without prior veterinary approval. A charge of £15.00 will be incurred for any clear up we have to do to cover specialist cleaning equipment and extra time needed.

Our puppy sessions are designed to help your dog become accustomed to all aspects of the grooming salon and practices.

These sessions are especially good if your dog is nervous of all grooming, or just certain things such as the dryer or having their nails trimmed.

All appointments are carefully tailored to each individual dogs personality.

- We will introduce, at a pace best suited to your dog, all the sights, sounds and smells of the salon.
- We can teach your dog how to accept being touched all over, and to positively, safely and happily interact with all the tools and equipment we may use on their journey into a lifetime of grooming.
- We will train your dog to stand, remain focused, and follow commands.
- We will also help you to train the dog at home using the same commands as consistency is key to long term training.
- We are happy to advise you on the correct equipment to use to keep your dogs coat in tip top condition at home.
- We only use positive training techniques when teaching your dog, a combination of treats, play, and lots of love and kisses are always on offer!

NOTE: Some grooming may take place during these sessions to enable us to gauge where more training may be needed – no clippers or scissors will be used until we feel the dog is ready.

Please choose your preferred appointments:

Package	-	<input type="checkbox"/>	= 5 x appointments-(fortnightly)	= £245.00
Individual Sessions	-	<input type="checkbox"/>	= 1 x 1hr session	= £ 55.00

BY SIGNING BELOW, I CONFIRM THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE TERMS AND CONDITIONS SET BY BATH AND BISCUITS.

OWNERS SIGNATURE:

OWNERS NAME (PRINT):

DATE: