

## Bath and Biscuits Puppy Introduction Contract

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 charged at £10 per 30mins (or part thereof).
- When booking a puppy package – appointments are booked and paid in advance. No refund will be offered if one or more appointments are cancelled for any reason. Cancelling and/or re-scheduling will result in the package starting over at full cost to be paid in advance.

- If booking individual puppy intro 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 generated, 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 generated and must be paid within 7 days or cancellation of contract under breach of terms will apply.
- We will only accept puppies 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 introductions are designed to help your puppy become accustomed to all aspects of the grooming salon. All the appointments are carefully tailored to each individual puppys personality.

We will introduce, at a pace best suited to your puppy, all the sights, sounds and smells of the salon. We will teach your puppy 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 puppy to stand, remain focused, and follow commands.

We will also help you to train the puppy 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 at home to keep your puppys coat in tip top condition.

We only use positive training techniques when teaching your puppy, a combination of treats, play, and lots of love and kisses are always on offer!

**NOTE:**

It is important to understand that during the appointments our aim is only to prepare your dog for grooming. We understand that you may feel that your puppy NEEDS to be bathed or clipped and styled, but requests for these services will be denied if we do not feel that the puppy is ready.

**MINI LESSON:**

If you would like to learn how to brush & comb at home please tick the box for a mini lesson.

During this lesson, our fully trained and qualified groomer will show you which tools, shampoos & conditioners are best suited to your puppys coat. They will show you how to tell the difference between knots and matts and show you how to effectively remove them.

Remember, we are here to help you and your puppy, so if you have any questions please ask.

Please choose your preferred appointments:

Puppy Package -	<input type="checkbox"/>	= 5 x appointments-(fortnightly) = £200.00
Individual Sessions -	<input type="checkbox"/>	= 1 x 1hr session. = £ 50.00
Mini lesson -	<input type="checkbox"/>	= 1 x 30min session = £ 50.00

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:

