

## TERMS & CONDITIONS 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.

### MEDICAL, PHYSICAL, GENERAL HEALTH,

Grooming a dog who is elderly, has physical ailments, who is overweight or has other health issues, is done so entirely at the owners' risk, and our discretion.

***We cannot be held liable for any unfortunate incidents pertaining to an existing condition.***

Whilst we endeavor to make sure that every dog is treated humanely, safely, and with dignity and respect, we can only try our best to adapt their grooming routine so much, and there may come a time when these ailments are too much for us to manage safely anymore, this may result in us discontinuing service.

Grooming may expose health problems including underlying skin issues that ***we cannot be held liable for.***

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 Pet Insurance.

*We are Governed by The Animal Welfare Act 2006, PIF, BIGA & DEFRA and adhere to their strict guidelines and legislation. Our "Humanity over Vanity" ethos has roots in the "we shall not cause harm" policies set out by our governing bodies.*

## NO BITE POLICY

- One bite can put a team member out of work for several weeks. Some bites can cause severe permanent damage or disfigurement. Because of this, we take all necessary precautions when working with aggressive or nervous dogs.
- ***We reserve the right to refuse service*** to dogs that pose a potential bite risk, for the safety of both your dog and our staff.
- ***You MUST*** let us know if your dog has ever bitten someone or is known to show fear aggression.
- Grooming times take longer when working with these dogs, and therefore additional fees will need to be added to the standard grooming price.
- ***You MUST*** tell us if your dog is aggressive towards people or other dogs. For safety reasons we may deem it necessary to use a muzzle and this will incur a fee of £10.00 to cover the cost of equipment. Additional fees for extra staffing may also be incurred and will be added to the standard groom price.

## VACCINATIONS:

***You MUST*** reschedule your appointment if your dog has received any vaccines within ***48hrs*** of an upcoming appointment. The vaccination site is classed as an "open wound" and could become infected if any debris or bacteria is washed into the site.

***\*Fees may be charged for missed appointments.***

Please be aware that the kennel cough vaccine is a live vaccine that sheds for up to 6wks, but especially within the first ***72hrs*** after being administered. ***You MUST*** inform us if your dog has had their vaccine within ***72hrs*** of an upcoming appointment as this will need to be rescheduled. The appointment will also need to be rescheduled if your dog develops symptoms of kennel cough.

***\*Fees may be charged for missed appointments.***

## TERMS & CONDITIONS

- We will only accept dogs who are currently up to date with all vaccinations. An unvaccinated dog puts itself and others at risk.
- We ***DO NOT*** accept - under any circumstance - a dog who is under sedation of any form.

- 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; this covers specialist cleaning equipment and extra time taken. The cost of the appointment will still be due upon collection, regardless of whether the groom has been completed or not. We will ask that you pick your dog up immediately; a sitting fee may also be charged if the dog isn't picked up promptly.
- We **DO NOT** express anal glands; we believe that a veterinarian should do this.
- We **DO NOT** pluck ears, as this is classed as an invasive procedure. We will maintain inner ear hair growth by clipping only.
- We **DO NOT** groom pregnant or weaning bitches.
- It is very important once an appointment is booked that you arrive on time when dropping off or collecting your dog. Any dog arriving more than **15 minutes late** may be refused service, as this affects the timing of the next grooming slot, this will be classed as a **"NO SHOW"** and the full price of the appointment will be charged. Being late for collection will also affect the next appointment, resulting in a possible cancellation of service; this in turn affects revenue. Failure to collect on time will be charged at £15 per 30 minutes (or part thereof).
- **We REQUIRE** at least 48 hours' notice to cancel or rearrange an appointment. This must be done within **OUR** working hours, weekends not are not included as we do not work Saturdays or Sundays, therefore no emails or telephone calls are answered. If we are not afforded this notice, there will be a 50% fee to cover inconvenience and loss of earnings, this must be paid before another appointment can be made.
- **If you do not show up** for a booked appointment - you will be charged the full groom price to cover loss of earnings and inconvenience to trade. If this occurs more than once, your registration and contract will be cancelled under breach of terms; any fees incurred must be paid within 7 days.
- All payments are due, including any incurred extra fees, upon collection of your dog and can be made by card or cash. Or, by card over the phone prior to collection.
- **ALL NEW CLIENTS** are required to pay a deposit to secure their first appointment - this will usually be £20.00, but for clients who have been quoted an estimated cost of more than £50.00 we will require a 50% deposit. The deposit is non-refundable if a booked appointment is cancelled or rescheduled for any reason, regardless of notice given. If the appointment is attended, only the balance and any incurred extra fees will be due; the deposit will be deducted. If you do not show up for this appointment, with no contact, we will retain the deposit and invoice you for the balance of the appointment price.

If you are dissatisfied with your dogs' groom, please let us know within **48hours** and we will do our best to resolve it for you.

We also require the attached registration form to be completed to the best of your knowledge.

***\* If you do not tell us something that we deem to be necessary information (this may include but not limited to; aggressive or difficult behaviour, a medical condition, past injury etc.) we reserve the right to cancel the contract under breach of terms.***

***We reserve the right to refuse/stop services at any time before or during the grooming process; this could be due (but not limited to) an aggressive or stressed dog, behaviour, a health concern or safety issue. Any costs accrued must be paid upon collection.***

We have an area for safe hand over located at the rear of the building, any client requiring this must ask at booking so that we can make the necessary arrangements required.

### EXTRA FEES THAT MAY BE INCURRED DURING GROOMING

#### DE-MATTING

De-matting a dog by brushing for more than 20 mins is unacceptable, due to the possibility of causing trauma to the skin, and it is advised that if a dog is matted, the best course of action is to shave off the coat.

- Localised knotting and tangling can be safely removed with brushing and combing, but as this takes time, there is a charge of £15.00. This will be added to the standard groom price and is due upon collection.
- If the dog is so matted as to be deemed a health or welfare issue to the dog, we will NOT opt for the de-matting option and WILL shave the dog. As this is a very delicate process and takes extra time, this will be charged at £25.00p/h and is non-negotiable, this fee will be added to the standard groom price and will be due upon collection of the dog.

\*Quotations for grooming are based on an average dog of the breed type, but owners must remember that some dogs will require extensive extra work; this will be charged accordingly and added to the standard grooming price.

- Dirty dogs, muddy, sandy etc: will incur a fee of £8.00, this covers the cost of extra products used and time taken.
- Dogs who have faeces or urine (whether theirs or another animals) on their coat, will incur a fee of £10.00 to cover the cost of professional health & hygiene equipment, extra products and time taken.
- ***You MUST inform us if your dog is NOT neutered or spayed.***

- Entire males over the age of 12 months will incur an additional £10.00 fee, this is to cover any clean up that may need to be done and to ensure the safety of other clients.
- Unspayed females over 6months, and females in season will incur an additional £15.00 fee, this is to cover any extra clean up, and extra staffing measures required to ensure the safety of the dog.
- **WE STRIVE TO PROVIDE A FLEA FREE ENVIRONMENT, AND WE WORK HARD TO PROVIDE A CLEAN AND SAFE SPACE FOR ALL OF OUR CLIENTS, STAFF AND VISITORS.**

If your dog has fleas, or you suspect they may be present, please reschedule your appointment adhering to our 48-hour cancellation policy.

If you arrive and we detect fleas at check-in we will refuse service, and you will be charged the full price of your missed appointment.

If we find fleas *DURING* the groom, we will notify you immediately and we will provide a wash service **ONLY** (no drying/brushing/combing or grooming will take place) using a salon grade flea shampoo. We will call you when this service is complete, and we will expect you to collect your dog immediately. A sitting fee of £10.00 per 30 mins (or part thereof) will be charged if your dog is left with us.

De-contamination of the salon will also be necessary to prevent infestation. An additional charge of £25.00 will be added to your bill to cover our costs.

We believe that prevention is better than cure, and therefore we strongly advise seeking veterinary advice on a prescribed prevention plan. All charges accrued must be paid upon collection.

- The removal of ticks is charged at £1.00 per tick.
- Dogs whose personalities denote extra time and attention, whether for safety or other reasons, will incur fees charged at £10.00 p/h.
- Dogs whose behaviour has been deemed dangerous, unruly, difficult to handle, and therefore need extra staffing for safety will incur fees charged at £15.00 p/h.
- If a dog has been deemed to be a bite risk and needs to be muzzled a £10.00 fee will be charged.

- **WE STRONGLY ADVISE TOILETING YOUR DOG BEFORE AN APPOINTMENT – ANY SOILING IN EITHER THE SALON OR SHOP AREA WILL BE CHARGED ACCORDINGLY.**
- **ALL FEES ARE CHARGED BASED ON OUR COMBINED ETHICS, EXPERIENCE AND PROFESSIONAL OPINIONS AND ARE NON-NEGOTIABLE.**

**PLEASE NOTE: If you are registering a 'curly coated' breed such as a Poodle mix or Bichon mix, you will be required to schedule regular appointments based on coat type, ideally no longer than 8 weeks apart.**

#### **TERMS**

**\*Any client not adhering to a strict schedule may be charged extra fees depending on work carried out.**

**\*Shaving down a 'matted' dog on too many occasions can cause them to have a negative association with the grooming process and may lead to us refusing future service.**

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

PRINT NAME:.....

SIGNED:.....DATED:.....