

Bath and Biscuits Confidence Building Contract

It is the owners responsibility to ensure their dog is fit and healthy and you must notify 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 cost in connection with carrying out veterinary instruction or treatment shall be at the owners expense.

We recommend you have dog insurance.

Our registered veterinary practice is:

Rosemary Lodge Veterinary Hospital
Wellsway, Bath
BA2 5RL

Our confidence building sessions are designed to help your dog become more comfortable with certain aspects of the grooming experience, and each appointment is tailored to the individuals personality.

We will also help you to train the dog at home by using the same commands, consistency is key, and training will only work if everyone is on the same page!

We only use positive training techniques when teaching your dog with a combination of treats, play, patience and lots of love.

Please note that whilst we make every endeavour to complete training/desensitisation, some dogs have been so traumatised by past experience that they may never let go of their fears, and therefore, if we believe this to be the case, we will inform you.

TERMS & CONDITIONS

- When filling out the registration form, it is imperative to be truthful, and to give as much information as you can. Dog training/re-training and desensitisation can be very dangerous – YOU MUST LET US KNOW IF YOUR DOG HAS A BITE HISTORY.
- We may deem it necessary to muzzle your dog for safety reasons – YOU MUST LET US KNOW IF YOU ARE NOT HAPPY WITH THIS PROCEDURE BEFOREHAND, as we may then decline service if we feel it necessary.
- 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 confidence building package – appointments are booked and paid in advance. No refund will be offered if one or more appointments are cancelled. Cancelling and/or re-scheduling will result in the package starting over at full cost to be paid in advance.
- If booking individual confidence building sessions, 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 the contract under breach of terms will apply.
- If you do not show up to an appointment (called a no show/no contact), 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 payment must be made within 7 days or cancellation of the contract under breach of terms will apply.
- We only accept dogs who are fully vaccinated. An unvaccinated dog puts itself and others at risk.
- WE STRONGLY ADVISE TOILETING YOUR DOG BEFORE THEIR APPOINTMENT – ANY SOILING IN EITHER THE SALON OR SHOP AREAS WILL BE CHARGED ACCORDINGLY.
- We will not accept a dog who is known to have sickness and/or diarrhoea, without prior veterinary approval. A charge of £15.00 will be incurred for any clear up we have to do, to cover the cost of specialist cleaning equipment and PPE.
- All charged prices are non-negotiable and non-refundable, regardless of outcome.

NO BITE POLICY

One bite can put a staff 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 possible bite risk, for the safety of your dog and our staff. Please let us know if your dog has ever bitten someone or is known to show fear or aggression.

Please choose your preferred appointments:

- Confidence building package - - 5 x appointments (fortnightly) = £225.00
- Individual appointments - - 1 x 1hr session = £ 55.00

OWNERS SIGNATURE:

OWNERS NAME (PRINT)