

# **Woofleys Dog Grooming**

## **Terms & Conditions**

### **General**

All your data is confidential and will not be shared with any third party.

I confirm that my pet is fit and healthy and vaccinated up to date. Please be aware that if you own a female dog and they are pregnant, lactating or in season, they will not be able to be groomed during these times.

Please inform us of any changes in your dogs health or temperament or your personal details to allow us to provide a service tailored to your dogs needs.

I kindly ask that you ensure that your dog has been allowed to go to the toilet prior to the grooming appointment.

Please provide any prescribed shampoo for your dog at the time of grooming.

### **Your Dogs Health & Welfare**

Whilst your dog is in our care it's health and welfare is my primary concern. It will only ever be groomed according to its tolerance of the process.

Occasionally during grooming a pre-existing condition may be discovered which you may not be aware of. You will be notified of this so that you can seek veterinary advice.

Although extremely unlikely, accidents can happen during grooming. In the event of an accident or serious medical issue arising during your dogs groom you authorise us to seek veterinary treatment.

The groomer will not be held liable or responsible for irritation, abrasion, patchiness or coat loss due to any pre-existing skin condition, or as a result of the process of grooming, de-matting, thinning, stripping or shaving or any mishap caused by non disclosure of any health condition or behaviour.

## **Safety**

I reserve the right not to accept a dog which presents a risk to our safety. It may be necessary for me to muzzle your dog for my safety and theirs too. A suitably sized muzzle will be chosen allowing your dog to breathe comfortably.

If your dog is accepted for grooming and displays aggression that we have not been informed of during its session, the groom will be terminated immediately and you will be contacted and asked to collect it. You will be liable to pay the full starting price of the groom plus full cost of any damages and expenses your pet has caused.

## **Time Keeping**

Please be punctual. I work by appointment only and I am a sole groomer, which means a no show is lost income.

I offer a free appointment text reminder so please let me know if this is something you think you would benefit from.

Most grooms take between 1-3 hours long but may take longer depending on the temperament of your dog and the condition of the coat.

I will contact you when your dog is ready for collection. Please do not arrive prior to the time agreed as your presence may distract your dog during the finishing stage of the groom.

Late collections will incur an extra charge of £5 per 30 minutes or part of. Please phone me if you are running late.

If you arrive more than 15 minutes late for an appointment this will be considered a missed appointment and you will have to re book.

This will incur a charge of 50% of the cost of the groom.

If you need an earlier drop off or a later collection time due to other commitments, please discuss this with me at the time of booking and I will do my best to accommodate you at no extra charge. I will even offer you alternative appointment outside normal salon hours if required.

If your dog is collected after closing time a late pick up and/or sitting fee of £5 per 30 minutes or part of applies. If you incur any of the above fees these are payable at the time you collect your dog.

## **Cancellations & No Shows**

I am a sole groomer so it is very important should you need to cancel an appointment that you give me at least 24 hrs notice please. This will allow me time to re advertise the appointment.

A fee of 50% of the service booked must be paid for missed appointments and late cancellations. This will need to be paid before another appointment can be booked, plus a non refundable deposit of £10 must be paid to secure a new appointment slot.

If you incur any of the above mentioned fees, they must be paid in full before I can book your dogs next appointment.

## **Fleas**

I do **NOT** allow **FLEAS** in my salon.

**PLEASE** make sure you follow a flea treatment program and regularly treat your dog for fleas.

If I find fleas on your dog during the initial consultation or during the grooming process you will be contacted immediately and asked to collect your dog and I will be happy to re book your dog an appointment once they have been treated. (At least 48hrs post treatment).

If I have to fumigate my salon due to the fleas off your dog you will be expected to pay a fee of £10 and this must be paid in full on collection of your dog.

I will be happy to advise on fleas and treatments.

## **Neglected & Matted Coats**

In the event that your dogs coat needs to be clipped off to release it from matting or coat neglect, Woofleys, its owner and operator are not liable for any post grooming effects of this procedure, which is not without risk. Any humane de-matting will be undertaken solely at my discretion in accordance with the Animal Welfare Act 2006 (Clause 5- Animals are to be protected from pain , injury and suffering) and I will only do this **ONCE** and as long as your dog is in no pain and for a maximum of twenty minutes. Due to me having to clip close to the skin this may result in some skin irritation or skin nicks

from the close shaving. You agree that Woofleys will not be held responsible for any affect that this has after the grooming session is complete.

You agree to pay an extra charge on completion on top of the full groom price which may be between £5-£35.

You will be advised at the start of the groom of how much the approximate extra charge will be.

You agree to pay all costs for the grooming of the dog including de-matting which is an extra cost, whether or not I am able to complete the job.

It is the owners duty of care and responsibility to maintain their dogs coat between professional grooming sessions. I am happy to offer advice on how to look after your dogs coat and which brushes are most suitable.

I **DO NOT** de- matt puppies, elderly or aggressive dogs.

## **Style**

You will be given detailed feedback after each groom.

Every effort will be made to groom your dog to meet your expectations. It must be clear however that no guarantee can be made and I accept no responsibility for the groom carried out according to instructions but not to your visual expectations. It may take several grooming sessions for the coat to grow to your desired style.

If you are dissatisfied with any part of your dogs groom please let me know before you leave.

Reasonable requests to alter the trim will be dealt with immediately or changes noted for the next groom.

## **Photographs**

Your dog may be photographed before , during or after its groom.

Photographs may be used on the Woofleys website, social media or other printed materials. Please let me know if you prefer your dog not to be photographed.

