



**DOG GROOMING** at **THE** *Dog House* **SPA**

## **TERMS AND CONDITIONS**

### **CUSTOMER DECLARATION:**

This agreement outlines the terms and expectations of dog grooming services conducted in The Dog House Spa located at Charlie + Co. Dogs will only be accepted for grooming after the Owner (or responsible person) has completed and signed this form. By signing the form, you are deemed to have accepted the following Terms and Conditions.

### **CANCELLATIONS AND MISSED APPOINTMENTS:**

**Missed appointments:** Missed appointments are costly to our business and cause inconvenience to other customers who have to wait longer to have their pet groomed. If you miss your appointment **without** informing a member of The Dog House Spa staff you will be charged 100% of the groom price, this will be charged to the card used to book the appointment.

**Cancellations:** There is no charge for cancellations if they are made more than 24 hours prior to appointment. Where there is less than 24 hours' notice, 50% of the groom price will be charged to the card used to book the appointment.

### **LATE ARRIVALS/COLLECTIONS:**

Clients arriving more than 20 minutes late for their appointment will be considered a 'missed appointment' and will have to re-book, this will incur a charge of 100% of the cost of the groom. If you need an earlier drop off/later collection time due to other commitments, please discuss this with The Dog House Spa staff when booking. If your pet is collected 30 minutes after their collection time a late pick up and/or sitting fee of £5 per extra hour will be

charged to you. If you incur any of the above mentioned fees, they are payable in full at the time you collect your pet.

The Dog House Spa staff will give an estimated time for collection upon your arrival, they will then contact you with a confirmed collection time once the groom is underway or upon finishing.

#### **PAYMENT:**

All outstanding balances for the services provided by The Dog House Spa and any additional charges that may not have been quoted for prior to the groom must be paid for in full upon collection of your dog from The Dog House Spa grooming salon. The owner agrees that service rates are subject to change at any time. We currently accept cash or card payments. We do not offer refunds.

#### **SPECIAL CONSIDERATIONS AND HEALTH:**

All dogs entering The Dog House Spa must be current and up to date with all required vaccinations. Those entering the salon without vaccinations will be doing so at the risk of the owner and The Dog House will not be held liable for any resulting ill-health. If any dog is presented at our salon showing signs of ill-health or symptoms of infectious disease, The Dog House Spa reserves the right to refuse entry into the salon and the groom will be cancelled for that day.

#### **GENERAL GROOMING RISKS:**

Extra care will be taken when performing any grooming procedures, however, owners must understand possible complaints can occur during and after the groom, including but not limited to: stress, skin irritations, abrasions, nicks, lacerations, ear infection, etc. Grooming can also expose a hidden medical problems or aggravate a current one. The owner agrees not to hold The Dog House Spa and its staff responsible for any injuries, ailments or conditions which could result from this grooming process.

#### **FLEAS AND TICKS:**

If any dog is presented at our salon with a serious flea infestation, the groom will be cancelled for that day and rescheduled once treated. If the dog has already been admitted to the salon and we discover that they have a significant flea infestation, the dog will be bathed in a natural flea repellent shampoo. There will be an additional charge of £20 payable to cover time taken and the products used. This will cover additional bathing in insecticidal shampoo, together with fumigation of the salon. Pets with a flea infestation carry a risk of anaemia, infections, tapeworms and other health problems. We recommend the owner contacts their veterinarian for advice on the best treatment for the situation.

Should a tick be found on your dog during the grooming process, we will remove the tick for an additional charge of £5, however this will be at the owners own risk

and we recommend a thorough review by your veterinarian post groom.

### **BEHAVIOURAL ISSUES:**

Owners must inform The Dog House Spa staff of any aggressive tendencies your dog may have or if he/she has previously bitten during the grooming process. In the event that we encounter a dog with aggressive behaviour, we will endeavour to reassure your dog and overcome their anxiety however, in extreme situations, we reserve the right to muzzle your dog, with an appropriate muzzle for his size and breed. We reserve the right to refuse/terminate the grooming of aggressive dogs for the safety of our groomers and the dog. If the groom is terminated, you will be charged in full for the price of the groom. Your attention is drawn to the Dangerous Dogs Act 1991, which holds owners liable for bites and injuries caused by their dogs.

### **ACCIDENTS AND INJURIES:**

Owner agrees and understands that should their pet become ill or appear in need of medical attention, The Dog House Spa and its staff shall have full discretion in administering necessary treatment and/or obtaining the necessary treatment, including, but not limited to, veterinarian visits, medications, examinations and surgery. We agree to make reasonable efforts to contact the owner should aid be necessary, however, if we are unable to reach you or need to administer aid immediately, The Dog House Spa and its staff may use their discretion and administer aid without contacting the owner first.

The owner is responsible for the full cost of treatment of any injuries or illness that their animal receives while under the care of The Dog House Spa, together with any associated costs e.g. veterinary charges. Where possible, The Dog House Spa will contact the owners preferred Veterinarian, but this cannot be guaranteed (e.g. in an emergency) and the owner accepts that the staff of The Dog House Spa may at their discretion use any registered Vet. The owner agrees to pay all such costs immediately upon collection of their animal.

### **DE-MATTING:**

The Dog House Spa staff will endeavour to help your pet feel as relaxed as possible during their groom by providing the most humane methods of grooming, fully reinforced through positive interaction. The Dog House Spa staff will only attempt to de-matt your dogs' coat if we feel that the animal will not suffer any pain, distress or prolonged discomfort. The Dog House Spa have specialist equipment in their salon to help de-mat a dogs coat and this will be considered before shaving any matted areas on the dogs' coat, however The Dog House Spa staff will always abide by the Animal Welfare Act and have your dog's best interest in mind.

It is the owner's duty of care towards their pet to maintain the coat between professional grooms. If the owners fail to attend to their pets' coat and matting becomes an issue, then in the best interests of the animal, The Dog House Spa

staff will endeavour to shave off any matted coat to prevent unnecessary suffering to that animal. **We will always advise the owner before this is done.** The Dog House Spa staff will also advise the owner on how to look after their dogs coat between professional grooms.

When a dog is presented to The Dog House Spa staff in a severely matted condition, it is our policy to shave the whole coat using electric clippers with a close blade. To de-matt would cause the animal prolonged pain, distress and discomfort. Many dogs can be left traumatised by unnecessary hours of de-matting, putting them off grooming for life. Shaving the coat is the quickest and most humane method for the animal. The Dog House Spa staff will take every care when removing a matted coat, however clipping close to the dog's skin can in some cases cause skin irritation, cuts, or grazing. Badly neglected coats can be especially prone to this. You agree that The Dog House Spa staff will not be held liable for any affect that this has during or after the grooming session is complete.

PLEASE NOTE: Our normal grooming rates do NOT include de-matting, any de-matting will be charged for as an EXTRA. The Dog House Spa staff do not de-mat: infirm/elderly or aggressive dogs (It is advised these are de-matted under veterinary care). The owner of the dog agrees to pay all costs for the grooming of the dog, including de-matting which is an extra cost, whether or not the groomer is able to complete the job.

#### **TOILETING:**

A full bladder and bowel can be very uncomfortable for a dog whilst it is being groomed. The Owner agrees to ensure that their pet has been toileted before bringing him or her to the grooming salon. It is unhygienic and unpleasant when dogs urinate or defecate on the premises. Should the dog defecate or urinate during the groom and require an additional bath the owner will be charged accordingly.

#### **SATISFACTION:**

If you are not satisfied with your pet's groom The Dog House Spa staff must be notified within 24 hours. The Dog House Spa staff will endeavour to rectify the problem such as; re-bathing, re-cutting, re-brushing or discount off your next grooming appointment at The Dog House Spa. Refunds will not be given.

#### **MARKETING:**

The owner consents to pictures of their dog to be taken at the salon by The Dog House Spa and Charlie + Co staff which may be used on their website, social media and any other promotional marketing material. If you do not wish for your dog's photo to be used marketing we require verbal or written notification of this.

#### **INSURANCE:**

All groomers at The Dog House Spa have attained the appropriate Public Liability Insurance as self-employed individuals.

**LIABILITY:**

The Owner agrees, understands and hereby releases The Dog House Spa, their owners, staff, partners and volunteers, financially or otherwise, for injury, illness, or death of their pet, themselves, or any of their property while receiving services provided by The Dog House Spa.