

GROOMING CONTRACT

TERMS AND CONDITIONS OF USING THE DOG GROOMING

SERVICE AT HONOURABLE DOG GROOMING

1. **YOUR PET'S HEALTH AND WELFARE:** You must be confident and confirm that your dog is fit and healthy and up to date with vaccination. Grooming of sick or elderly dogs is entirely at owner's risk. We don't take responsibility if your dog develops allergic reaction to shampoos, conditioners or any other grooming products. Please bring your own medicated shampoo if you are unsure.
2. **STAFF SAFETY:** We reserve the right to muzzle your dog if it represents danger to any other dog or person. **Any dog that shows aggression to people or other dogs will be monitored closely and may not be accepted in future for grooming.** Please let us know beforehand if your dog has behavioural problems.
3. **NOISE NUISANCE:** Unfortunately, we don't accept very noisy dogs or constant barkers for grooming as we are based in a residential area.
4. **GROOMING ACCIDENTS:** Please be aware that if the dog does not respond to the groomer and remains still during the grooming procedure accidents can happen such as nicks from clippers or toenail trimmers.
5. **NEGLECTED & MATTED COATS:** We don't accept liability for any other effects following the treatment of a matted dog. This can include irritation, redness or nicks. Your written permission will be required to shave off a matted coat. If you request the mats to be combed out, the groomer may decline if it will cause the dog undue stress or pain.
6. **EAR PLUCKING:** Removing the hair can irritate the delicate skin of the ear canals and lead to ear problems. Plucking the hair from the dog's ear canal leaves minute openings, tiny wounds in the skin where bacteria can settle more easily. We only pluck ears if it is requested by the client.
7. **FLEAS/TICKS:** If your pet is found to have fleas, we can treat them with a flea treatment bath for an additional £5.00. However, we must decline any other types of service until your pet's flea infection is treated.
8. **ANAL GLANDS:** Honourable dog grooming does not perform anal gland expression as part of any service offering. It is our philosophy that this process should be only performed by licensed veterinary personnel, and only when medically necessary. We believe that anal gland expression should not be a recurring procedure applied to a healthy animal, as serious consequences can be a result.
9. **TIME KEEPING:** We work by appointment only. Please be punctual. If you are late more than 20 minutes, your appointment will be rescheduled. Most grooms take 1-3 hours or more depending on size and the temperament of the dog and its coat condition. You will be advised or phoned what time to collect your pet. Pets must be collected within 30 minutes after a phone call/text message. If you need more time to get here let us know. We offer a chargeable creche service so if you are unable to collect your pooch after their Groom, we can creche them. Pets not collected within 30 minutes of call or text will be subject to creche fees. This fee is £5.00 per hour.

10. CANCELLATION: We request 24 hours' notice if your need to cancel your pet's appointment. We may charge an administration fee of up to 50 % if a cancellation is made without at least 24 hours' notice. No shows and same day cancellations will be charged full priced deposit before booking their next appointment.
11. PAYMENTS: Payments will be made on collection of your dog. We can accept payment by cash or card is accepted any bank transfers must be completed before the appointment please. Estimates are based on an average dog of the breed or type, but the owner must remember that some dogs need extensive work and that this will be charged for on an hourly basis and owners must collect at stated time.
12. GROOM FEEDBACK: If you are dissatisfied with any aspect of your pets groom, please let us know within 3 days (preferably before you leave). Reasonable requests to alter the trim will be dealt with immediately or changes noted for the next groom. Please don't leave negative feedback anywhere without contacting us first.
13. PHOTOGRAPHS; Your dog may be photographed before, during and after its groom. Photographs may be used on our website, social media or other printed materials.

Customer signature

.....

Customer name printed

.....

Dogs name

.....

Date

.....