

## **Glorious Grooms Dog Grooming**

All clients are required to complete and sign the Declaration form. All your data is confidential and will not be shared with any third party.

Please inform Glorious Grooms of any changes in your pet's health or temperament or your personal details to allow Glorious Grooms to continue to provide a service tailored to your pet's needs.

### **YOUR PET'S HEALTH AND WELFARE:**

Whilst your pet is in our care its health and welfare is our primary concern. It will only ever be groomed according to its tolerance of the process. If your pet is fearful of any of the procedures employed during grooming, a workaround or alternative will be employed. Occasionally during grooming a pre-existing condition may be discovered which you may not have been aware of. We will notify you 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 pet's groom you authorise us to seek emergency veterinary treatment. You are required to inform Glorious Grooms of any specific treatment required for your pet during the groom or in case of an emergency. Glorious Grooms will not be held liable for any pre-existing conditions or complications arising because of pre-existing conditions, including, but not limited to, old age, heart conditions, epilepsy, and seizures.

Glorious Grooms insurance will only cover any treatment that Glorious Grooms is liable for.

You are aware that some dogs find grooming stressful regardless of any measures employed in order to relieve this. Glorious Grooms will cease to groom any dog that displays excessive stress, and do all reasonably able in order to minimise stress.

However, some degree may be unavoidable and has to be balanced with the necessity of the groom. By booking your pet in for a groom you are taking responsibility for his/her being put through the process and Glorious Grooms will not be held liable to any condition arising from the stress of a groom that could not reasonably have been avoided.

You may be required to remain throughout the groom if this will alleviate your pet's anxiety.

Anal glands will not be expressed at Glorious Grooms as this is deemed, by the Pet Industry Federation, to be a veterinary procedure. Likewise, ears will only be plucked at your specific instruction, and you are advised to obtain veterinary advice before giving such instruction. Glorious Grooms will not be held liable for ear infection caused by plucking/not plucking the ears.

Please be aware that hematoma /bleeding of the ear edges can occur following a groom. A hematoma is an abnormal build up of blood outside of a blood vessel, which has occurred because of damage to a blood vessel wall or vein or capillary.

This can be caused by matting of the ears, which has constricted blood flow. Once the matt is removed and the blood flows freely, it can cause the ears to split, or can also be caused by violent shaking of the head.

This is not caused by the groom .Glorious Grooms will make all efforts to avoid such a reaction, however will not be held liable should it occur.

If on your return home your dog shakes head violently or frequently, consider LOOSELY keeping the ears secure to the head and protected with a Happy Hoodie or similar item, and/or obtain veterinary advice if it continues or if you see any bleeding. Do NOT use anything that will constrict blood flow.

### **GROOM FEEDBACK:**

You will be given feedback after every groom. If you have any queries or need further clarification, please just ask or contact us at a later stage. If you are dissatisfied with any aspect of your pet's groom please let us know before you leave. Reasonable requests to alter the trim will be dealt with immediately or changes noted for the next groom. We are more than happy to disclose any details of your pet's groom or advise you about how best to care for your pet's coat.

You are aware that if your dogs coat is excessively matted, your dog will have to be shaved in order to comply with the Animal Welfare Act, in order not to cause your dog suffering by trying to otherwise remove matting. **It is the owner's responsibility to ensure their pet is groomed regularly and thus avoiding the coat being in such condition** and Glorious Grooms will not be held liable for having to shave the dog or any part of the dog or for any subsequent skin irritation, as detailed below. If Glorious Grooms are unable to complete the groom due to your pet's behaviour or condition, you may be requested to return to complete at another time. There may be additional costs of this if rescheduling is due to your pet's behaviour or condition as opposed to any fault of Glorious Grooms.

### **PRICING:**

Starting prices are for pets that are;

- \* used to being professionally groomed on a regular schedule i.e. a MINIMUM of once per season/ 4 times per year- depending on breed
- \* Whose coats are well maintained between professional grooms (kept tangle, knot & matt free by regular brushing or combing)

You can reasonably expect to pay more than the starting price for;

- \* Matted, poorly maintained &/or overgrown coats
- \* Pets which are difficult to manage or uncooperative during grooming
- \* Overweight pets or oversized for the breed standard
- \* Timid, anxious or nervous pets, which require frequent breaks & may need special handling
- \* Fleas .....if your dog has fleas, this causes extra after groom cleaning and fumigation of Glorious Grooms premises, equipment and the groomer. This is time consuming and costly and can impact on the schedule of the following customer.

These cost more time, labour &/or product. The costs are passed on to you. If we are unable to complete a groom due to behavioural problems or aggression you will be charged the starting price of the groom. All costs are payable in full at the time you collect your pet.

### **SALON EXCLUSIVITY:**

Your pet will be groomed exclusively, other than when you bring multiple dogs in, or when there has been a delay in the previous client collecting or unavoidable over run of the previous groom, in which case one dog may have to wait in a crated area for as short a time as possible. You are required to inform Glorious Grooms if your dog will not tolerate the presence of other dogs in the salon. An appointment can be protected to ensure that no other dog is groomed directly before or after, which may incur an additional fee.

### **PHOTOGRAPHS:**

Your pet may be photographed before, during or after its groom. Photographs may be used on the Glorious Grooms website, Facebook page or other printed materials. Please let us know if you prefer your pet not to be photographed

### **TIME KEEPING:**

Please be punctual. I work by appointment only; the appointment slot allocated for your pet's groom has been booked at your request exclusively. I do not double book appointments; a no-show is lost income. I also offer a free appointment reminder; by text or phone. Just tell me your preference. Most grooms take between 1 - 3 hours or more depending on the size and temperament of the dog, and its coat condition. You will be advised what time to collect your pet. It is advisable not to enter the salon before this time, as your presence may distract your pet during the finishing stage of its groom. It is essential that you collect your pet at the agreed time as once the groom is finished your dog will be eager to go home and may become unsettled or anxious and cause a distraction to the next dog being groomed.

Late collections will incur an extra charge of £5 every 15 minutes or part of. However, in some cases, your assistance may be required for part of the groom, in which case this will be carried out at the end, upon your return. (e.g. nail trims) Please phone me if you are running late. I understand that from time to time unforeseen circumstances may arise, and this allows me to contact and delay the next customer.

HOWEVER ... Clients arriving more than 15 minutes late for their appointment will be considered a missed appointment and 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/ later collection time due to other commitments, please discuss this with me when booking. If your pet is collected after closing time a late pick up and/or sitting fee of £5 per 15 minutes or part of applies. If you incur any of the above mentioned fees, they are payable in full at the time you collect your pet

### **CANCELLING YOUR DOG'S APPOINTMENT:**

I respectfully request 24 hours notice if you need to cancel your pet's appointment. The slot can then be resold.

### **NO-SHOWS & LATE CANCELLATIONS:** (of less than 24hrs notice)

A fee of 50% of your usual groom price will be levied for missed appointments and late cancellations. A non-refundable deposit of the starting price of the groom will be required in order to secure a new appointment slot. If you incur any of the above mentioned fees, they are payable in full before booking your pet's next appointment.

**NEGLECTED & MATTED COATS:**

In the event that your pet's coat needs to be clipped down to release it from matting or coat neglect, Glorious Grooms salon, 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 compliance with The Animal Welfare Act 2006 (clause 5 - Animals are to be protected from pain, injury and suffering). De-matting during a routine groom is limited to a maximum of 15 minutes and is only possible if the matting is minimal. For severely matted coats where de-matting isn't possible, the only humane way to deal with this will be to completely shave off the coat. You will be given an estimate of how long matt release is likely to take & an estimated cost for the procedure. A shavedown consumes significantly more time, labour, product & tool/equipment wear and tear than a routine trim therefore will incur an extra charge. All shavedown costs are payable in full at the time you collect your pet.

**AGGRESSIVE & POORLY SOCIALISED DOGS:**

**THE DANGEROUS DOGS ACT** applies to all dogs, any breed.

I reserve the right to refuse to groom any pet at risk of harming me or itself. If your dog is accepted for grooming & displays aggression a muzzle will be used/considered, and/or the groom may be terminated immediately. You will be contacted to collect your pet. The full starting price of the groom will be required to be paid by you.

**You must** inform Glorious Grooms prior to grooming if your dog has ever bitten or displayed aggression. Failure to disclose this information may result in refusal of further service.

By signing below, you accept and agree to all of the above Terms and Conditions.

Signed.....Date.....