



## **PAW BABY GROOMING TERMS & CONDITIONS**

All clients are required to complete the client form and agree to our Terms and Conditions.

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

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

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

Whilst your pet is in my care its health and welfare are my 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. I 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 me to seek emergency veterinary treatment.

### **GROOM FEEDBACK**

You will be given feedback after every groom. If you have any queries or need further clarification, please just ask or contact me at a later stage. If you are dissatisfied with any aspect of your pet's 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. I am 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.

### **PRICING**

Starting prices are for pets:

- That are used to being professionally groomed on a regular schedule , between 4-12 weeks depending on coat type.
- 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 and/or overgrown coats
  - Pets which are difficult to manage or uncooperative during grooming
  - Overweight pets or oversized for the breed standard

- Timid, anxious , aggressive or nervous pets, which require frequent breaks & may need special handling

These take more time, labour and/or product. The costs are passed on to you.

If I am unable to complete a groom due to behavioural problems or aggression you will be charged the full quoted price of the groom. All costs are payable in full at the time you collect your pet.

## **PHOTOGRAPHS**

Your pet may be photographed before, during or after its groom. Photographs may be used in or on any Paw Baby Grooming advertising or social media platform. Please let me 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/pets groom has been booked at your request , a no-show is lost income.

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

I respectfully request 48 hours' notice if you need to cancel your pet's appointment. The slot can then be offered to someone else.

## **NO-SHOWS & LATE CANCELLATIONS (of less 48hrs notice)**

A fee of 100% 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 levied to secure a new appointment slot. If you incur any of the above-mentioned fees, they are payable in full at the time of the missed or late cancellation and before booking your pet's next appointment.

## **NEGLECTED & MATTED COATS**

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 clip off the coat.

*Please see separate Matted Coat Policy.*

## **FULL DISCLOSURE**

You must inform me prior to grooming if your dog has ever bitten or displayed aggression. Please also inform me of any grooming-related issues you are aware of that might hinder my ability to complete a groom. Failure to disclose this information may result in an incomplete groom, and/or refusal of further services.

You understand and accept that if any aggressive behaviour is shown by your dog then restraints (e.g. muzzle, groomers helper etc.), will be used in the grooming process. In extreme conditions the grooming process will be stopped, and you accept the fee will still be payable.

## **EMERGENCIES**

You agree that if you cannot be contacted in an emergency and if you do not have a vet or your vet cannot be contacted, **Paw Baby Grooming** will contact their own vets and unless it can be shown that **Paw Baby Grooming** are liable all costs in connection and in carrying out this instruction will be at your own expense.

I have read and agreed to terms above:

Signed:

Name:

Date: