



# Fantastic Grooming Terms & Conditions

At Fantastic Grooming it is our intention to offer a stress-free grooming experience for you and your dog.

To do this, we would ask that you kindly read the following:

## Your pet's safety and comfort are our priority

- Please ensure that your dog has been given the opportunity to be relieved and walked prior to grooming as this will ensure that they are not stressed or agitated and get the best possible experience.
- We will not perform any grooming procedure that causes pain or a level of stress that we think is excessive. In some situations, this can include nail trimming.

## Dogs well-being

- Please advise in of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions and any treatment they are receiving prior to grooming taking place. Such conditions may include, but are not restricted to, prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems.
- In the event that Fantastic Grooming discovers any conditions or problems we will notify you when you collect your dog, or in urgent cases we will contact you when we discover the same. Fantastic Grooming cannot be held responsible for any conditions or problems discovered during grooming or associated treatments.
- It is your responsibility as a dog owner to make sure that you dog is free from any parasites before entering the salon. If, however your dog is carrying fleas or other parasites then we will not accept it from grooming at that time.

## Senior dogs

- For some senior dogs the grooming experience can be a stressful event for them. At Fantastic Grooming we will try and make the experience as comfortable and stress free as possible. Only grooming work that your dog will tolerate will be carried out as we will not groom any dog if it causes them any undue stress.
- All work you, as the owner have requested will be attempted, however if your dog does become unduly stressed, we will groom your dog to ensure his cleanliness and comfort only.

## Matting

- Please keep in mind that a matted coat can cause numerous health conditions including itching, irritation, and skin infections. Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles and skin folds that have become trapped and hidden in your dog's mats. Heavy matting can also trap moisture on the dog's skin, which if untreated can cause fungus or bacteria to grow causing skin irritations.

Fantastic Grooming will not be held responsible for any pre-existing conditions due to a matted coat, however in the event that we notice any unusual condition we will inform you or the owner.

- If your pet is heavily matted, there is only so much we can do, your pet needing to be brushed for more than an hour is not fair to your dog and may cause him or her undue stress and or illness. The coat will therefore likely need to be cut short, which will enable Fantastic Grooming to start over with undamaged hair at the next agreed grooming appointment. If we feel that we can de-matt some or all of your dog's coat then an additional sum of £15 will be incurred, in addition to the service all provided. We will only attempt to de-matt your dog if they are NOT showing signs of stress or anxiety.
- In the event that Fantastic Grooming are unable to complete a full groom or any treatment that has been pre-booked due to excessive matting or the dog not being available at the allocated appointment time, then Fantastic Grooming reserves the right to stop the groom or treatment if started and request that an additional appointment is made for such work to be completed. All additional work will be at the expense of the owner.

## Anal Glands

- Fantastic Grooming does not offer any anal gland emptying as this procedure is recommended to be carried out by a veterinary surgeon. (This is confirmed in law by the veterinary surgeons act 1966)

## Refusal of service and aggressive dogs

- Fantastic Grooming reserves the right to refuse any groom or treatment, at any time. If any member of staff feels they are unable to carry out or continue a groom or treatment then same will stop immediately, and you as the owner will be responsible for payment of the work carried out up until this point.
- If your dog is showing signs of aggression and or biting but the groomer feels they can continue, then an appropriate muzzle may be used during any groom or treatment.
- If your dog has behaviour problems, please let Fantastic Grooming know when the appointment is made. Please also advise whether your dog has ever bitten another human or dog or has shown any signs of aggression in the past.
- Additional charges may apply for extra time required due to a dog's temperament and or behaviour during a groom or treatment.
- You, as the owner agree to be held solely liable for any harm, injury or damaged caused by your dog and any costs thereafter incurred.

### **Cancellation**

- Fantastic Grooming shall require 24 hours' notice to change or cancel an appointment.
- Failure to offer at least 24 hours in advance may result in a charge equivalent to 50% of the price of the full groom and must be paid prior to your next grooming appointment. Giving advance notice gives us the opportunity to fill your grooming slot and rearrange our schedule.

### **Payment**

- We accept cash and bank transfer (Miss K Williams Sort Code: 09-01-29 / Acc Number 12430222)
- Payment is due at completion of groom.

Thank you for reading our terms and conditions policy, should you have any questions, please feel free to contact Fantastic Grooming prior to your scheduled appointment. Please sign & date below to confirm your acceptance

Many thanks

*Fantastic Grooming*