

## Terms and Conditions:

Thank you for choosing Black Nose Grooming to look after your dog.

Please take a moment to read the terms and conditions.

- By appointment only: Please can you ensure you book an appointment as we cannot accept walk in's. As this can upset other dogs that are in the salon at the time and avoids disappointment.
- Please stick to the appointment time given upon booking. Your appointment includes your pre groom consultation, so there is no need to arrive early. Black Nose Grooming works with your dog on a one to one basis, giving the dog 100% attention all of the time through-out its appointment. This giving your pet the best experience in the salon. This can only be achieved if clients bring and collect at the allocated times.
- Please ensure that your dog has been exercised and been to the toilet before arriving at the salon.
- Matted coats: We have a matted dog policy in compliance with the Animal Welfare Act (2006). Where the dog will not be subjected to extensive de-matting procedures.
- I have read and signed the matted policy and acknowledge that if serve matt's are found my dog may need to be clipped short, an extra charge of £10 to remove the matted coat will apply on the top of the regular groom price.
- Fleas: If fleas are found on your dog through the groom the dog will go straight into a flea bath with special shampoo. The salon will also need to be treated to prevent cross contamination, there-fore an extra charge of £5 per dog will be applied to the groom, to cover the cost involved. You will be advised to treat your home and consult your vet to treat your dog.
- We do not accept dogs that are under sedation for grooming under any circumstances.
- I understand that Black Nose Grooming will not groom my dog if she is pregnant, as this could stress mum and puppies.
- Some dogs require longer appointment times due to being excessively nervous or challenging. We will advise you of any alterations. If we feel the dog will benefit from you staying we may ask for you to stay.
- Aggressive dogs: We have a great deal of experience and success in grooming and handling difficult dogs, however if the dog becomes a danger to itself or staff we reserve the right to halt the groom. In this event I acknowledge I will pay for the work carried out to this point.
- If my dogs behaviour is found to be aggressive muzzle may be used.
- As your groomer we may undercover health issues while grooming, we will always advise you of these issues and tell you to consult your vet.
- We groom each dog to the owners request as long as the dog will tolerate it and the coat type allows. The dogs welfare and safety always comes first, in case of being unable to do the exact requirements for any reason we will endeavour to contact you to agree a suitable alternative.
- We reserve the right to turn clients away if they are over 15 minutes late.

- We appreciate 24 hours' notice if you need to cancel your appointment. Failure not to turn up without prior notification will result in a £10 charge to cover costs and advance payment will be required for your next appointment.
- We will call you when your dog is 15 minutes from completion, if you happen to be a few minutes early to collect, your dog may still be on the table being attended to. Please remain out of sight and hearing whilst you wait. Once your dog see's you they naturally become excited.
- Abusive language or behaviour will not be tolerated in the salon.
- If you are sending your dog in with a family member or friend, please make sure they come with written instructions. This eliminates any confusion that may occur.
- Photographs: We will take pictures of your dog before and after the groom, this helping assist with future grooms. We may use some photos to add to our social media sites. Most clients enjoy seeing their pet featured. However please let us know beforehand if you do not wish your pet's photo to be made public.
- Pet records: Please provide a thorough account of your dog, any health issues, allergies, behavioural changes appertaining to your dog. These are very valuable to give us a clear picture of the background before we begin. We do need full disclosure.
- Alterations: If after the groom is complete there is anything about the groom that you would like to be altered, please advise before leaving the salon. We are never offended by requests to make minor changes.
- If a family member or friend collects the dog we offer a 24 hour correction service for minor changes.
- I confirm my pet is fit and healthy other than those issues on the grooming card and fully vaccinated.
- I acknowledge that I will not hold Black Nose Grooming for any irritation, abrasion or fur patches exposed owing to pre-existing skin or health conditions.
- Should be dogs health prove to cause concern, I authorise Black Nose Grooming to contact a vet and obtain treatment at my expense.
- I understand that estimates are based on an average dog of the same or similar breed and some dogs require more extensive work.
- I agree to pay for all grooming services immediately after completion of my dogs groom. This being by cash only.
- All staff is first aid trained and first aid kits are available.
- No smoking is permitted on the site.
- If your dog requires medication we can administer, but please bring clear instructions with you.
- Cars are parked on the premises at your own risk.

By signing below I acknowledge that I have read, understand and accept the above terms and conditions. These will be kept on file for further reference.

Signature:

Print Name:

Dog Name:

Dog Breed:

Date: