

# *Lechlade Dog Grooming*

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## *Terms and Conditions*

### Cancellation policy

We require at least 24 hours notice for cancelled appointments, failing this, the full groom price will be charged. We do however understand that situations can occur where this may be difficult.

No shows/missed appointments deny others an appointment and again will incur the full grooming fee.

If you are running late for your appointment, please call to advise us of the situation.

If we do not hear from you and you arrive more than 20 minutes late, we reserve the right to re-arrange your appointment.

We can offer a reminder text the day before if you wish.

### Behaviour

Owners have the obligation to inform us at Lechlade Dog Grooming of any behavioural issues including aggression, anxiety, nervousness etc. This may mean that the grooming process takes longer than normal. We will take our time to reassure your dog and make it a pleasurable experience. Your dogs welfare and comfort is our top priority.

We work hard to gain the trust and confidence of such dogs and this can not be done in a rushed manner.

If we deem the groom to be too stressful for your dog, we reserve the right to stop the session and charge for work done.

Please be aware that senior dogs, young dogs and dogs with mobility/weight problems will need more time, please do not turn up to collect your dog until we contact you, arriving before your dog is finished distracts them and takes us longer to finish.

We do ask that all dogs have been allowed to relieve themselves before coming into the salon.

### Coat condition

We believe at Lechlade Dog Grooming in humanity over vanity, if a dog arrives to us with a badly matted coat we will advise, in our professional opinion, to remove the coat in accordance with the Animal Welfare Act 2006. We will ask you to sign a form giving us permission to do this. On some occasions the degree of matting may not be apparent until we start the groom, in this instance we will contact you to explain our findings and to suggest the best option. We will not spend hours dematting your dog, this would be contravening the above act and cause great discomfort to your dog, in such cases clipping the coat short will be the kindest option. Sometimes clipping the coat short, reveals sore and reddened skin, this can be due to the matting where no air can reach the skin causing great discomfort. Matting can also harbour mites, fleas and

numerous skin conditions, prevent the dog from walking correctly and cause intense irritation. Please remember it is your responsibility to brush your own dog. If the coat needs to be clipped short, please be prepared for your dog to look very different.

Minor tangles and knots will be dealt with in the normal way with either brushing them or clipping them out.

We are a friendly team who are only too pleased to offer advice on all aspects of coat care. If you have any concerns or worries, please do not hesitate to pick up the phone. Please note that if fleas are found in your dogs coat, we will use a flea shampoo and an extra charge will incur as we will have to disinfect and thoroughly clean the salon and equipment which may mean cancelling other dogs for that day to prevent spreading to them.

We can remove ticks but cannot be responsible for any infection caused by the tick or from its removal.

We do not express anal glands, we recommend this to be carried out by a veterinary surgeon.

#### Health Conditions

We do ask that at the time of booking, any health and medical concerns including allergies are disclosed to us. Because we as groomers are hands on with the dog, we may come across lumps, bumps, abrasions which were not apparent to the owner, we may also detect when something doesn't appear to be quite right. We will in these cases do our best to contact you, but in the event of something which gives us concern, we will contact our Vet (The Bridge Vet Clinic) for advice.

All medical expenses will be the responsibility of the owner unless we are deemed to be negligent

Accidents. We make every effort to ensure your dog is groomed safely, however occasionally accidents can happen when dealing with excitable dogs or dogs with temperament issues, such as scratches, nicks or cuts.

#### Prices

All prices are approximate and are subject to change.

The prices we quote are for well maintained dogs with good temperaments.

If the coats are matted or the dogs have behavioural/temperament issues, we reserve the right to charge extra.

*Jackie Clarke, Lechlade Dog grooming*

