

## Lilac Cottage Dog Grooming TERMS AND CONDITIONS



### **1. The care of your pet**

Lilac Cottage Dog Grooming will take every care of your pet ensuring their safety and wellbeing are a priority. In the event that your dog becomes distressed, every effort will be made to complete the job to a satisfactory standard. After every completed grooming session I will be happy to discuss the outcome with you to ensure that my service meets the needs of you and your pet. Occasionally it may be necessary to complete the groom over a couple of different appointments, and this will be discussed and priced on a case by case basis. In the event of injury or illness we may call a vet and unless it can be clearly shown that Lilac Cottage Dog Grooming are liable, all costs in connection with and in the carrying out of this instruction shall be at the owner's expense.

### **2. Examination of your dog**

I will examine your dog for any irregular lumps or infections during the grooming process and if anything is found I will advise you as soon as is possible. This is not a professional medical examination as would be given by your vet therefore your vet should be consulted. Please note, all dogs should be free of parasites, fleas, ticks and worms. If fleas are found on your pet, you will be charged an additional £10 for extra treatment and sterilization of the room and all equipment.

### **3. Insurance**

Lilac Cottage Dog Grooming has full public liability insurance, and a copy of the insurance certificate is available on request.

### **4. De-matting**

I understand that in agreement with the Animal Welfare Act (2006), your dog will not be subjected to extensive de-matting procedures in order to attempt to keep the coat long. In the event of badly matted fur, it may be necessary to clip the fur off. The owner should be aware that irritation may occur from the shaving process, as well as uncovering nicks, cuts or other pre-existing problems. Lilac Cottage Dog Grooming will not be held liable for any after-grooming effects from matt clipping procedures or pre-existing problems "uncovered" by clipping off a badly matted coat. These pre-existing conditions could be hotspots, sores, parasite infestation, urine and faeces scalding, fungal, bacterial and yeast infections. If your dog requires this procedure you will be asked to read and sign the Matted Dogs Release form and an additional fee of £10 will be charged to cover the extra time and skill needed along with wear and tear on equipment.

### **5. Cancellations**

I understand that appointment changes may need to be made but ask that you give as much notice as possible so that I can try to rearrange the diary for another customer. In the event that you have no option but to cancel with less than 24 hours notice, a 50% cancellation charge will be incurred. Appointments that are missed and no notice given will be charged and invoiced at the full cost of the groom.

## 6. Pricing

You do need to understand that estimates are based on an average dog of the same or similar breed type and that some dogs may require extra or extensive work which may be charged at additional cost. This likelihood of extra charges will be discussed at the start of the groom. You agree to pay for all grooming services immediately after completion of your dog's groom. Lilac Cottage Dog Grooming accept payment by cash or Bank Transfer at the time of collection.

## 7. Dog Behaviour

You must inform me if your dog has ever bitten or displayed aggression. The Dangerous Dogs Act holds owners liable for bites and injuries caused by their dogs. If a dog tries to bite, a muzzle will be used to carry on with the groom. If completion of the groom is not possible for your dogs and my own safety, I reserve the right to refuse to finish the groom. You will be liable to pay for the part of the groom completed.

## 8. Photography and Marketing

Your dog may be photographed before, during and after their groom. These images, along with the dog's name, may be used on my Facebook page, website or for other advertising. Please state before the groom commences if you do **NOT** wish for your pet to be photographed and we will abide by your wishes.

## 9. General Data Protection Regulations

By agreeing to these Terms and Conditions, you give permission for Lilac Cottage Dog Grooming to hold and use your personal data for the purposes of having your dog groomed. Your data will be held for 12 months following your last appointment with us. After such time it will be deleted unless require for Statutory reasons.