



DOG GROOMING CONTRACT (T&Cs)

Our Commitment to You and Your Dog(s)

We understand just how much your dog means to you and will always do everything we possibly can to make sure your dog's time at Frankie's Dog Grooming Spa (herein after referred to as 'Frankie's Spa') is as pleasant as possible. Unfortunately, grooming can occasionally expose a previously hidden medical issue or aggravate a current one. This can happen during or after grooming. Upmost care and caution will always be taken; however, it is possible that an accident could occur during grooming - e.g. cuts, scratches, nicks, and quicking of nails.

Health and Medical Conditions

As a dog owner, it is important that you notify us of any health or medical conditions that you're aware of before the grooming session. Frankie's Spa will not be responsible for any conditions or problems discovered during grooming or for the accidental death of a dog as a result of any pre-existing health condition.

Elderly, Infirm, Overweight or Young Dogs

The grooming process can sometimes be stressful for some dogs – particularly those who are elderly, infirm, overweight, or young.

Elderly, Infirm, Overweight or Young Dogs Disclaimer

A full groom can take in-excess of 3 hours and is physically demanding as well as stressful for some animals. Whilst Frankie's Spa makes every effort to provide additional support to elderly/infirm/overweight and young dogs, we cannot guarantee that your dog will be able to adequately support themselves for the duration of the groom which may result in health risks. There is also an increased risk of other injuries such as cuts and grazes. Frankie's Spa reserves the right to stop the grooming process at any time in the best interest of your dog.

Emergencies

In the best interest of your dog, this contract will give Frankie's Spa permission to seek emergency veterinary treatment if we deem it necessary for whatever reason – if your dog's Vet is not available, this contract will authorise Frankie's Spa to use our chosen Vet. We will do our best to contact you first before taking your dog for treatment; however, this may not always be feasible. Unless we are deemed to be negligent all medical expenses are the responsibility of the owner.

Vaccinations

By using our services, owners confirm that their dog is up to date with their annual vaccinations against Canine Distemper, Infectious Canine Hepatitis, Leptospirosis, and Canine Parvovirus. An unvaccinated dog may put itself and others at risk. Frankie's Spa takes no responsibility for any dog that may contract any of the aforementioned diseases. Frankie's Spa may ask for proof of vaccination and veterinary information, which must be provided.

Microchipping

By using our services, owners confirm that their dog is microchipped – a legal requirement in the UK since 6th April 2016.



Fleas & Ticks

Frankie's Spa has strict policies and processes in relation to fleas & ticks and we do everything in our power to remain a flea & tick free environment. As an owner, it is your responsibility to ensure that your dog is up to date with flea and worming treatments. If your dog is known to have a parasitic infestation (including fleas/ ticks), we ask that your grooming appointment is rescheduled to a time when your pet is free from the relevant infestation. 48-hours' notice must be provided to avoid a cancellation charge. We also recommend that you contact your Vet to provide you with the best recommended treatment.

If fleas are found on your dog at their grooming appointment, we will be required to use a flea shampoo and to do additional disinfection of our premises and equipment. This may cause disruption to other customers and our team and may result in a financial loss to our business. **Therefore, an additional fixed charge of £25 will be added to your bill.**

If we find fleas on another customer's dog/ become aware that a dog with fleas has been into our Spa on the day of your dog's appointment, we will make every effort to inform you of this in advance of your appointment time. In this case, we will give you the option to rearrange your appointment for a mutually convenient time and no additional charges will be applied.

If ticks are found on your dog during their grooming appointment, an additional £5 will be charged to include removal. Frankie's Spa will not be held responsible for any infection caused by the tick or removal thereof.

Bitches who are Pregnant/ in Season

Frankie's Spa does not recommend grooming pregnant or in season bitches. Should your Bitch be in season or pregnant during the time of a pre-booked appointment, 48-hours' notice must be provided to avoid the cancellation charges noted below.

Matting Policy

Frankie's Spa practices humanity over vanity. If we are presented with a neglected coat and believe, in our professional opinion, it is kinder to remove the coat than it is to de-mat this will be done in accordance with The Animal Welfare Act 2006. Whilst we will make every effort to identify this as part of the pre-groom consultation and coat assessment there may be occasions where the degree of matting cannot be fully identified until we commence the groom. In this event we will make every effort to contact you; however, if this is not possible we will, in our professional opinion, do what we believe is in the best interest of the welfare of the dog. By agreeing to these Terms and Conditions you are expressly agreeing to the following De-Matting disclaimer:

De-Matting Disclaimer

Under the Animal Welfare Act 2006, it is an offence to cause unnecessary suffering to an animal: – this includes prolonged 'de-matting' which is painful and detrimental to the welfare of the dog. If you bring in your dog with more than 15 minutes of de-matting work, we are required by the Act to clip your dog short humanely or refer you to your Vet to do the same. We will only attempt to de-matt 5% of a dog – which equates to about 50p sized mat behind each ear, same size in the armpits, and perhaps one or two in the groin or tail area. If we have assessed your dog's coat and found it to be matted, it will be clipped short. This can be prevented by daily brushing with a slicker brush and comb. Will be happy to explain the correct way to brush your dog and suggest a grooming programme that will allow us to achieve the look you would like for your dog; this may involve more frequent visits to our Spa and will certainly involve daily grooming at home. When a dog's coat becomes matted, it causes discomfort as the matts pull tightly on the skin and underlying health conditions may not be visible. When a matted coat is clipped short, it may occasionally reveal sore, reddened and irritated skin - this is due to the fact that the skin has not been able to breathe and air circulation is not restored.



The process of de-matting increases the risk of injury including but not limited to cuts and grazes, skin irritations caused by the shortness of the clipper blades that will be used, as well as possible haematomas. In addition, you may see some behavioural changes such as head shaking, excessive scratching, licking and "scooting" (this is where the dog will scrape their back end on the floor to relieve itching and irritations). Should you have any concerns, you should seek advice from your usual Vet. Where we are required to undertake more than 15 minutes of de-matting work, a fixed additional charge of £20 (on top of your regular grooming fee) will apply due to the wear on equipment, additional products used, and the time and skill needed to remove matting.

Behavioural Charges

Aggression

Owners have the obligation to inform Frankie's Spa of any known aggressive behaviour traits their dog may exhibit towards other animals or humans. Specifically, the owner must inform Frankie's Spa if they have been advised by a previous groomer(s) of any of the aforementioned behaviours.

Nervous/Anxious Dogs

Although Frankie's Spa caters to dogs with nervous traits, owners have the obligation to inform us of any such behaviours in order for us to cater to their needs to the best of our ability. **Behavioural charges will be decided by Frankie's Spa depending on the severity of the behaviour and the time, skill, and equipment required to groom the dog.** If your dog should bite, you agree to be responsible for all related medical bills, loss of earnings, and equipment damage (if/ where relevant). We reserve the right to refuse service if we believe your dog may become a danger to itself or those within the Spa. In the event any of these behaviours present during the groom the session may stopped at any time and the full fee incurred.

Treats

Unless you inform us otherwise (in writing), this contract will give permission for Frankie's Spa to offer treats to your dog/s whilst at Frankie's Spa. Should your dog/s have a particular dietary requirement, e.g. is on a grain free diet/ requires hypoallergenic treats, you should also inform us of this in writing.

Our Right of Refusal

Frankie's Dog Grooming Spa reserves the right to refuse to groom any dog in an unsatisfactory state - including but not limited to behavioural issues, matting, fleas, ticks, other parasites, or kennel cough, etc.

Time Keeping

Frankie's Spa works to a strict time frame to ensure that your dog receives ample grooming time and care. We expect to admit you at your given appointment time - if you are early, we may not be able to grant immediate access and would ask that you wait until you allocated time. Likewise, if you are more than 15 minutes late, we may have to refuse your groom on welfare grounds as rushing the groom may lead to unnecessary stress. If you are more than 15 minutes late collecting your dog, Frankie's Spa reserves the right to apply late collection charges.

Pricing

Any prices provided pre-collection of your dog (at the end of their appointment) are an estimate only ('from £x'). Additional charges may be incurred due to:

- Dogs who are oversized for the breed
- Unkept/neglected coats, i.e. severe matting
- Fleas and/or ticks
- Dogs that require additional handling for whatever reason, e.g. due to behavioural issues/ aggression



Payment

You will be required to pay in full by cash or card on completion of the grooming service.

Cancellations

We have a 48-hour cancellation policy – if you need to cancel your appointment, you must notify us at least 48-hours in advance. **If your service is cancelled within the 48-hour window, 50% of the fee will be applied to your next appointment and a new booking will be required.** This is to cover costs of the cancelled appointment. If cancelled prior to the 48-hour window, then you will be asked to rearrange the appointment and no additional charges will be applied.

'No shows'

If you fail to show up for your appointment, 100% of the appointment fee will be applied to your next grooming appointment. If you 'no show' on more than one occasion, you will be required to pay for all future grooming services in advance and your appointment will only be confirmed when we have received this payment. This payment will also be non-refundable, should you be unable to attend. If you persistently 'no show,' Frankie's Spa reserves the right to refuse to provide dog grooming services to you and your dog(s) in future.

Your Personal Information/ Data

In order for us to provide the requested services, we are required to obtain and store a limited amount of your personal information. We use the information that you provide at registration/ via our customer portal or app. to make a personal profile for you and your dog, to tailor grooming appointments to your dog's needs, and to contact you in relation to grooming services.

Such information is stored securely within our grooming software (Savvy Pet Spa) in accordance with all relevant legislation (including UK GDPR), will never be shared with any other third parties or organisations, and will only be used for the purposes of providing the requested or related services. For more information on about how we use, process, and store your personal data, please see our Privacy Policy at: <https://frankiesspa.co.uk/>

You also have the right to request and review any of your personal information. Please make any requests for information to Helen Fennell (Admin Manager) at hello@frankiesspa.co.uk

Photos and Videos

We sometimes take photos and videos of dogs, e.g. before and after their grooming session. Unless you inform us otherwise (in writing), this contract will give permission for Frankie's Spa to share photos and videos of your dog/s on our website and social media pages.

Your Declaration

By signing this Grooming Contract, you confirm that you understand and agree to all Frankie's Dog Grooming Spa's Terms & Conditions stated above.