



## EMMI®-PET: CONTRACT (T&Cs)

### About Emmi®-pet

1. Emmi®-pet is an ultrasonic toothbrush which uses high frequency ultrasound waves to reduce plaque & tartar, heal and maintain gum health, and help to prevent dental disease and deterioration. The toothbrush is a silent, non-vibration, non-invasive treatment for oral hygiene and does not involve brushing or any abrasive action. Emmi®-pet's revolutionary method involves using a globally unique Patent – the Ultrasonic Piezo-Chip, which sits in the head of the ultrasonic toothbrush and generates up to 96million ultrasonic waves (air vibrations) per minute. These ultrasonic waves are then transferred, via the bristles of the toothbrush head, onto Emmi®-pet's specifically formulated toothpaste. At this point, 'micro bubbles' are created, which react with the air vibrations and then implode. These implosions effectively eliminate and remove food particles and bacteria from within your dog's mouth. This method of ultrasonic teeth cleaning is highly effective in removing tartar, improving gums and breath odour, and improving overall oral health. Frankie's Dog Grooming Spa (herein after referred to as 'Frankie's Spa') cannot guarantee the results, as effectiveness or suitability for individual dogs is dependent on varying external factors
2. Emmi®-pet is not a veterinary procedure and Frankie's Spa cannot diagnose any veterinary problems with your dog's mouth – you should have any concerns checked by your Vet
3. Frankie's Spa cannot be held responsible for any problems occurring from poor dentition before, during, or after any teeth cleaning treatments

### Emmi®-pet at Frankie's Spa – Treatment Plans and Additional Information

4. Frankie's Spa offers three main types of Emmi®-pet treatment plans/ services:
  - a. Teeth cleaning course – an intensive course of 10x (approx.) 30min cleaning sessions over a 3–4-week period
    - Typically recommended for dogs with significant plaque & tartar build-up and/or whose entire gum(s) are swollen/ inflamed and/or who may have a noticeable mouth odour (i.e. symptoms of Level 2 Periodontal Disease/ early Periodontitis). We may recommend that dogs who complete the teeth cleaning course then continue with monthly maintenance cleans (see below)
  - b. Monthly maintenance cleans – 1 or 2x (approx..) 20min cleaning sessions per month
    - Typically recommended for dogs with some plaque covering their teeth and/or some signs of swelling/ inflammation of their gum(s) (i.e. symptoms of Level 1 Periodontal Disease/ Gingivitis)
  - c. Puppy Pack Plus – everything included within our standard Puppy Pack (see our website for details: <https://frankiesspa.co.uk/>), plus familiarisation with teeth cleaning/ application of Emmi®-pet using special puppy toothpaste (please note that Emmi®-pet toothpaste should not be used on dogs under the age of 12 months)
5. Your dog will have its own toothbrush head that will not be used on any other dog, and which will be sterilised and stored hygienically by Frankie's Spa between sessions. The initial toothbrush head will be supplied as part of your initial consultation and it will need to be replaced after approx. 25 treatments or sooner if required, e.g. some dogs may chew the brush head and, if this is excessive (and bristles are damaged/ missing), it may need replacing before 25 completed sessions to maintain effectiveness. Brush heads will require replacing after 1 year regardless of the number of times they have been used (for hygiene reasons). Toothbrush heads cost £10 each to replace, and this will be at the cost of the customer
6. All dogs – even if already registered/ regular customers of Frankie's Spa's other services – will require an initial 'stand-alone' Emmi®-pet consultation, which will cost £35 (including a toothbrush head) and will last for approx. 30mins. The consultation will involve: an explanation of Emmi®-pet and how it works, a review of the dog's oral health and assessment of their suitability for Emmi®-pet (and a recommendation on this

basis), and (if suitable) a familiarisation session where we get the dog used to the toothbrush head and toothpaste. There are four main possible outcomes of the initial consultation:

- a. Teeth cleaning course is recommended
  - b. Monthly maintenance cleans are recommended
  - c. We recommend that your dog has a check with their Vet before commencing any Emmi®-pet treatment, e.g.
    - If the tartar build-up is too great, a veterinary dental may be necessary initially (before potentially following-up with monthly maintenance cleans at Frankie's Spa)
    - If your dog is already showing signs of Level 3 Periodontal Disease/ Moderate Periodontitis (e.g. infection causing bleeding or damage to gums/ sore mouth affecting eating) or Level 4 Periodontal Disease/ Advanced Periodontitis (e.g. infection causing damage to gums, teeth & bones and/or infection spreading throughout their body), Emmi®-pet may not be appropriate as a preventative treatment (as your dog's symptoms may be irreversible)
  - d. We are unable to provide Emmi®-pet services to your dog, e.g. if your dog is severely distressed/ uncomfortable with teeth cleaning or shows any signs of aggression/ behavioural concerns that we feel could put our Groomers at risk
7. If Frankie's Spa feel any teeth are loose or at risk of becoming loose when the tartar is removed during a cleaning session, we may request you get your dog's teeth checked by your Vet before any further Emmi®-pet treatment is undertaken by Frankie's Spa
8. If dogs become distressed or we discover anything likely to cause discomfort to your dog, we will stop the treatment immediately and the best approach to solve this will then be discussed with you

### **Booking Appointments, Prices, and Payment**

9. You may book Emmi®-pet services as separate, stand-alone appointments or you may add them on to a grooming appointment (in accordance with Frankie's Spa's appointment availability)
10. Emmi®-pet services must be booked in person (at the Spa), by phone, via message (SMS/ WhatsApp/ Messenger/ contact form), or via email. They cannot currently be booked via our online customer portal or customer app.
11. Prices will be charged as displayed on our website, including any block-booking discounts offered (which may vary over time, according to promotional offers from Frankie's Spa)
12. You may pay for Emmi®-pet services via two payment options:
  - a. Pre-payment / block-booking– 100% of the cost of the teeth cleaning course / 10x monthly maintenance cleans, which must be paid by cash/ card/ bank transfer in advance of the first session to qualify for any block-booking discounts offered
  - b. Pay-as-you-go – payment for each session, one at a time. You will be required to pay in full by cash or card on completion of each session (all new customers will be required to pay a 50% deposit in advance by cash/ card/ bank transfer)

### **Your Declaration**

**I understand that the effectiveness of Emmi®-pet services provided by Frankie's Spa is based on frequency and that optimum oral health might only be achieved by keeping to the frequency recommended by Frankie's Spa. Furthermore, I understand that ensuring my dog attends appointments in accordance with the recommended frequency is my responsibility.**

**By signing these Terms and Conditions I confirm that I have read and fully understand all the information Frankie's Spa has provided to me.**