

## **Terms and Conditions**

### **Health and Welfare:**

When your dog is with us and at every stage of the grooming process, their health and welfare is our main consideration.

We will carry out a basic health check before and during the grooming session and will notify the owner of any findings.

Our basic health checks do not replace the need to take your dog to the vet for regular checkups, advice, and treatment. We are not medical professionals, and it is the owner's responsibility to seek veterinary advice.

While your pet is with us, should we believe your dog is experiencing any anxiety or stress we will, where possible, use alternative strategies to alleviate this. Extra sessions maybe required to overcome the problem.

### **Salon Exclusivity:**

Give The dog a Comb operate by appointment only. Multiple dogs from the same household are permitted, otherwise only single dogs will be in the Salon at any one time. This ensures a calm, low risk environment.

### **Time Keeping:**

Appointments are timed to match each individual dog. The appointment duration is reserved for your dog to prevent appointment overlaps and any stress this may cause your dog. If you are early for your appointment, we may not be able to grant you immediate access.

Customers who are 30 minutes late or more will be deemed as a (no show) and be charged the full appointment fee. Please refer to cancellations, no shows and missed appointments.

### **Cancellations, No Shows and Missed Appointments:**

We appreciate that sometimes you may need to rearrange your dog's appointment, if this is done with more than 48hrs notice there will be no charge.

Any failure to not show or cancellation with less than 24hrs notice (except in extreme circumstances) will result in the full fee payable and no further appointments will be booked until the account is settled.

### **Neglected / Matted coats**

Humanity before vanity is practiced in our Salon. Should a dog be presented with a matted or neglected coat, we will assess the condition and the options available. If, in our opinion, it will be kinder to shave the coat back completely, this will be done in compliance with The Animal welfare Act 2006 – Sec 5 Animals are to be protected from pain, injury and suffering. This may incur extra charges due to time and extra wear and tear on the blades.

Note: In some instances where the above is necessary, it can lead to skin irritation and other conditions. On some breeds, the coat may not grow back in the same manner, Give The dog a Comb will not be liable for any effects which may arise from this, but every care will have been taken at the time.

A separate disclaimer will need to be signed before the grooming session starts.

### **Aggressive dogs**

You must inform us, prior to grooming, If your pet has had any previous history of biting or aggression.

We reserve the right not to groom aggressive dogs or those with behaviour problems, if we cannot help to correct such behaviour.

## **Toileting**

Please toilet your dog before attending your appointment to avoid accidents.

## **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. Give The Dog a Comb takes no responsibility for any dog that may contract any of the aforementioned diseases.

Give The Dog a Comb may ask for proof of vaccination and veterinary information which must be provided.

## **Fleas & Ticks**

Give The Dog a Comb is proud to be flea/tick free environment. If your dog is known to have a parasitic infection, we ask that your grooming appointment is rescheduled to a time when your pet is free from said infestation. 48 hours' notice must be provided to avoid a cancellation charge. We recommend that you contact your veterinary clinic to provide you with the best recommended treatment. If fleas are found on your dog, we will be required to do additional disinfestation of our premises and equipment, there will be additional £15.00 charged to your bill. We will not be held responsible for any infection caused by the tick or removal thereof.

## **GDPR**

Give The Dog a Comb is committed to ensuring your privacy is protected. We will ask you for certain details by which you can be identified; be assured that it will only be used in accordance with this privacy notice.

The following information will be collected:

- Name
- Address
- Contact telephone numbers
- Veterinary Details
- Information and Preferences relevant to your pet

What do we do with this information:

- Internal record keeping
- Phone, text or email you regarding past or future appointments
- In an emergency we may share your information with your specific veterinary practice, dog warden or police. In the event your specified veterinarian cannot be contacted we may share your information with an unspecified vet to obtain the correct medical assistance.
- We will keep your information on our client record cards, T&C consent form, smart phone/laptop
- All information is kept securely for up to one year after your pets last visit and then destroyed. We will regularly check we hold the most current details for you

## **Photographs**

For the purpose of the marketing and promotion of Give the Dog a comb, photos taken of dogs being groomed before, during and after a grooming session, may be used to demonstrate services and quality of work carried out. They may be used on the website, twitter, Facebook, Instagram and other social media networks.

- I the client/owner understand and consent to all the above conditions.
- I the client/owner consent to Give the dog a Comb contacting me about appointments and services offered.

Signed Client/Owner:

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Dogs Name(s)

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Date:

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