

Whiskey's Grooming Terms and Conditions

We are looking forward to welcoming your pooch with us. Before the grooming session we would like to welcome you to read the below points and e-sign at the end to show that you have read and understood the Terms and Conditions.

Cancellation policy

We of course understand that sometimes appointments have to be canceled or rescheduled. We kindly ask that you let us know with 48 hours notice (working day). For example if you have an appointment on Monday letting us know on Saturday will be too late for us to fill this slot in. We kindly ask that you let us know with a 48 hours notice on a working day. A 50% charge will be applied for cancellations less than 48 hours (working day) notice. We hope that you understand that as we do not overbook our dogs, it means that a slot missed is a loss that we encounter. As a small business one missed appointment greatly affects us. We ask that you please let us know with plenty of time!

Late arrival

If you are running late please let us know as soon as you can. Late arrivals after 10 minutes or later means that **we may have to reschedule your appointment or charge an additional fee of £10** as your dog's appointment will run into the next grooming session.

Late collection

If you are running late to collect your dog please let us know! We will of course take great care of your dog while we wait for you to return but in the event you are more than half an hour late there will be an additional charge. As we do not overlap our dogs, we reserve one table per dog, we are unable to start on our next groom if you are late as we will need to allocate a member of staff to attend to your dog. Our day becomes delayed and we must pay for our teams overtime. Thank you for understanding!

Matting and shaving

The most important thing to understand is that we will always prioritise the welfare of your dog and that we will not inflict any excessive stress or discomfort to your dog whilst in our care. **Grooming a dog (includes brushing, scissoring, clippers and blades) and shaving its hygiene areas has several points to note and agree to, please carefully read**

When a dog's coat is clipped and/or when the hygiene area is shaved a very short and sharp blade is used. This can cause irritation as the blades have to run very close to the skin. Cuts and abrasions can also happen. The skin in this area is so thin that despite our utmost care this area can be cut and create open wounds. Signing these terms & conditions means that you are fully aware that there is a high risk when grooming your dog as dog's have an unpredictable nature. They may move into a blade, be fidgety or have a sudden movement. **Whiskey's Grooming will not be held responsible for any cuts, abrasions, grazes, wounds or any other problems that may occur in the groom. You are in full awareness that dog grooming has high risks and any issue that may occur is not due to negligence but due to the unpredictable nature of dogs.**

It is also possible that we may uncover nicks, cuts or other potential problems which have been hidden by the hair.

As the owner, we would ask that you agree that Whiskey's Grooming cannot be held liable for any after-grooming effects of shaving/ clipping procedures or problems uncovered. This can include but is not limited to, the following: itchiness, skin redness or self-inflicted irritations/abrasions from excessive rubbing, **cuts from the grooming process, grazes from the blades etc.** **Please note our matting charges**

£6 for one area, £12 for two areas and £25 for full body dematt. This is to cover the cost of sharpening/reordering of our blades.

In the care of matted dogs please be aware that there is a much higher risk that the dog's skin could be nicked with the clippers as we have to get the blade underneath the matt in order to remove it.

If a dog has excessively matted ears, bleeding at the tips of the ear can occur when the matting is removed, this is because the delicate blood vessels have been restricted by the tight matted hair and releasing this pressure means blood rushes to the tips of the ears and can cause the ears to split at the tip. Obviously, we will do everything we can to avoid this happening but it is sometimes unavoidable, so please be aware that there is a possibility it could happen.

Any dogs found with fleas will be charged £25 to cover the cost of the flea shampoo used and the flea treatment used on the salon

I hereby release Whiskey's Grooming from any liability associated with the above mentioned process and any and all medical problems that may be uncovered and/or occur during the grooming, **shaving, scissoring and/or de-matting process.** Should my pet need veterinarian care after or during the process, I (the owner) agree to pay any and all veterinarian fees.

Aggressive and Difficult Dogs

We reserve the right to refuse to groom any dog if we believe it may cause injury to itself or any members of staff at our Salon. If a dog exhibits aggression or behaviour that will harm the groomer or the dog, the session will be stopped immediately and the full fee incurred.

We must be informed prior to grooming of any previous history of biting or aggression.

If your dog is behaving difficult and is not excessively stressed, we can manage the groom between several members of staff. **If we find this is the situation with your dog we may charge a £15 additional fee to cover for the additional handling help and the longer time it takes to groom your dog to ensure safety and calm.**

Dogs in season

We do not groom dogs who are in heat. If we find out during the groom that the dog is in season, we will not be able to a full groom as they are usually very sensitive and can become aggressive.

Unfortunately for this reason, we will charge an extra £15

Pregnant dogs

We do not groom pregnant or dogs that are potentially pregnant. If the dog is suspected to be pregnant, appointments will be rescheduled until we are 100% sure they are not.

I agree that I have truthfully informed Whiskey's Grooming if my pet has ever bitten another animal or a human, or if they have any other aggressive tendencies. I agree and understand that I will be held solely responsible for any injury, harm or damage to property caused by my pet.

Things to note before your groom

Please make sure your pooch has been to the toilet before visiting us to ensure a more comfortable visit for them. Before your appointment we advise that your dog eats early and visits the toilet before visiting

us, as a full belly makes an uncomfortable visit. For example morning appointments, we suggest that breakfast is a little earlier and your dog has had the opportunity to relieve their bellies before their visit.

A good walk prior to their groom also helps to relieve extra energy so when they visit us they are ready for a calming and relaxing Spa Groom. Relieving extra energy helps for a better behaved and more accurate groom.

We always do everything we possibly can to make sure your pet's time in the salon is as pleasant as possible. Unfortunately, occasionally grooming can expose a previously hidden medical issue, or aggravate a current one. This can happen during or after grooming.

It is possible that an accident could occur during grooming. Upmost care and caution will always be taken, but cuts, scratches, nicks and quicking of nails could occur. Whiskey's Grooming will not be responsible for any conditions or problems discovered during grooming. Whiskey's Grooming will not be responsible for accidental death of the pet as a result of any pre-existing health condition. **The signing of this contract means that you have read & understood our T&C's and you believe our conditions are fair and so you have agreed to having your dog groomed at Whiskey's Grooming based on our T&C's.**

Please note that included in a wash & tidy is:

Shave of the hygiene area and pads (if you do not want this area shaved please inform us in the consultation)

Trimming around the face and paws

Nail and ear clean

Included in a full groom is:

Shave of the hygiene area and pads

Trimming around the face and paws

Nail and ear clean

Full body trim of the body

Deshedding: Whiskey's grooming charge an additional £20 for a full deshedding treatment due to the extra time it will add on to clean between grooming and to cover costs of the maintenance of our aircon systems.

When to collect

After the consultation we will give you an estimated collection time. However we always say to please wait for our call prior to heading over. As we are a holistic dog groomer's we move at the dog's pace. If they require more breaks, more treats, slower brushing etc we reflect their needs and boundaries. For this reason we will try to give you a call 15 minutes prior to the end of the groom so you can head over. If you require more than 15 minutes notice please let us know and we will be sure to inform you when to head over at your requested time.

After the groom

After each session we will inform you of any problems we have encountered, or any suggestions we may have to help your dog's next groom. When you collect your pooch, we will ask you if the groom all looks Okay. Here we invite you to assess the groom and make sure you are happy with everything. This is the time to inform us of any concerns you have in relation to the groom, as sometimes we can rectify on the spot or go a little shorter if an area is looking a little longer than you wish.

The majority of our business is repeat customers, and we wish to maintain our standards and reputation. Please kindly let us know of your feedback when on site with us so we can best learn your grooming preferences. Leaving a negative review only harms us a small business and does not give us the opportunity to rectify or offer an explanation. We are committed to you and your dog's happiness and will do everything possible that you leave us counting the days to come back!

Social Media

You may follow us already on Instagram @whiskeysgrooming and have seen the beautiful pictures we upload of your pooch's time with us. Our clients very much enjoy seeing how their dog's have enjoyed their spa time, if you rather we do not post your dog on our socials, then please kindly let us know. Many clients ask us for a certain song or theme to be uploaded with the pictures, as they like to send this to friends and family. If this is you, please let us know- it will be our pleasure to make the family smile! If you would like us to tag you or your dog on our socials please inform us at the grooming consultation.