**Service: Terms & conditions**

Registered Address - **Puppy Paws Pet Grooming Services,** Paws and Pay Yorkshire, Hull road, Howden, Dn14 7LP

**Puppy Paws Pet Grooming Services, is a independently run company from Paws and Play Yorkshire & JD’s Pawfect dog walking and Training**

Terms of the Groom ( the contract/ agreement/ policy release)

**These Terms and conditions refer to Puppy Paws Pet Grooming Services Only, Paws & Play Yorkshire and JD’s Pawfect dog walking and training can not be held responsible or liable for any services provided by Puppy Paws Pet Grooming Services**

Every client is required to read, understand and agree to our full term and conditions prior to using our services, please tick the box on the new client registration form to state you have, read, understood and agreed to our full policy release of terms & conditions

I the owner/ client, do hereby entrust my dog to(Puppy Paws Pet Grooming Services ), for the purpose of one of the following services but not limited to- grooming, ultrasound teeth cleaning, microchipping, walking.

**I, agree to the following:**

1. **Health & Medical conditions –**

* Your pet's safety is our top priority. We advice that all dogs are up to date with their vaccination, Record cards may need to be provided upon request.

To the best of my knowledge, I have provided puppy paws pet grooming services with any information/ detail of any per existing medical condition/ health concerns or allergies on the new client registration form, it is my responsibility as the client/ owner of the dog to inform puppy paws pet grooming services in writing of any medical or allergy changes during the period of using their services. Puppy paws pet grooming services can not be held liable for any Pre existing conditions or any condition that may occur during the service or any period after.

* Treats are often used during our services to help the dogs feel happy and confident in their environment, please notify us of any food intolerances or allergies your dog may have to our treats. Where possible please provide your own dog treats. If this is not possible we will use only praise, toys and positive reinforcement to help your dog feel happy and safe in the groom room environment.
* If your dog is not spayed/ neutered, You must declare this on the new client registration form, puppy paws pet grooming services can not be held responsible for any unwanted matings between two dogs whilst using their services, it is your responsibility an the owner/ client to take appropriate action to prevent any unwanted matings prior to using our services.
* Any un spayed female must not use our services for a minimum of 21 days from the first show of their season. The vagina is open during this period and is subject to risk of infection. If the client/owner fail to notice their bitch is in season or choose not to inform puppy paws pet grooming services prior to the appointment or choose to continue with the grooming process, puppy paws pet grooming services can not be liable for any problems/infections/ unwanted matings whilst using their services.
* Mated/ Pregnant/ lactating- you must inform puppy paws pet grooming services in writing, if your bitch is pregnant/ has been mated or lactating from weaning a litter of puppies. We will not provide any services to a bitch under any of the above circumstances. Any bitch that as previously had a litter of puppies, must be at least 8 to 10 weeks post whelped and completed weaning her puppies. If you fail to notify us of any of the above circumstances with your bitch, puppy paws pet grooming services can not be held liable for any implementation that may rise from using our service, during or any time after our services have been applied.

1. **Aggressive, dangerous or negative behaviour-**

* If it is necessary for the safety of your pet and the groomer, slings, muzzle, straps etc may need to be used during the grooming process, these will be humanely used. You must inform us if your dog has ever shown any aggressive, dangerous or negative behaviour towards any human , dog or livestock. You must tell us prior to the groom if your dog has ever bitten any person or other animal.
* The client/ owner must notify puppy paws pet grooming services in writing immediately of any new unwelcome, aggressive, protective, or dangerous behaviour that has occurred between using their services.
* Puppy paws pet grooming services, offer services where dogs from multiple households may be together and clients accept that during the course of the normal day their dog will be in close proximity of other dogs using our services, by agreeing to our terms and conditions, the client gives their consent that their dog will be socialised with dogs from other house holds. No dog will be forced to socialise with another dog that is frightened. If required we can provide solo grooms on our quieter days ( please speak to a member of the puppy paws team to arrange a solo grooming appointment where no other dog will be present in the grooming salon during the groom. These appointments will need to be made 6 weeks prior and May occur an extra charge.
* Puppy Paws pet grooming services has the right to stop a groom at any point if it is deemed as unsafe to the dog or the groomer to continue with the process, the client will be charged accordingly to the time that has be taken from the point of the groom starting to the stage the groom as been completed to.
* Should puppy paws pet grooming services deem any dog to be unsuitable for using our services, the client will be notified of such problems and will be removed from our client list for future services. If this occurs during the use of one of our services the client/owner will be contacted immediately to come and collect their dog from the salon regardless off our pick up and drop off service.
* Any Negative behaviour or aggression from humans or dogs, verbal of physical towards staff, the company or any animal, will not be tolerated! Any one found to be displaying this behaviour will be asked to collect their dog, pay for any services provided, even if not completed, then will be band from using all our services in the future. If necessary the appropriate authorities will be contacted and notified of your behaviour to staff, the company or in the case of neglect the dog!
* Puppy paws pet grooming services has the right to refuse any dog/ client from using their services at any point.

1. **Accidents or illness-**

* I the client/ owner am aware that if my dog does not respond to the groomer and does not remain still during the grooming procedure, accidents can happen including but not limited to; nicks and rash from clippers, cuts from scissors/ clipper, or Quicking of the nail, bleeding of the gums, unrevealing of any dental problems or complications, tooth loss, oral infections, uterus infections, genital infections, skin abrasions, ear and eye problems or infections, skin infections, allergy reactions to any of our products used, feet, nail or tail infections.
* Puppy paws pet grooming services can not be liable for any veterinary bills that may occur whilst, or any time after, your dog as used our services, from any of the above but not limited to.
* Puppy paws pet grooming services may act in the clients absence as guardian of their dog and may perform or take any action which they deem necessary in order to protect and keep in good health the clients dog. The client is responsible for the full cost of treatment of any injuries or illness that their dog receives whilst using our services, together with any associated costs. The client authorises puppy paws pet grooming services to seek such veterinary advice and or treatment as they deem necessary; where possible this will be carried out by the client’s usual vet, but this cannot be guaranteed in a emergency situation, and the client accepts that the staff of puppy paws pet grooming services may at their discretion use their Registered and closest vets. ( End cottage veterinary practice/ Archway vets )
* Puppy paws pet grooming services are committed to ensuring the health and wellbeing of all dogs in our care and thus will contact the client immediately, however this may not be possible and in the best interest of the dog and the client accept that puppy paws pet grooming services will do everything they can, as quickly as they can- even if this means not contacting the client beforehand, but only when time is of the essence.

1. **Appointments –**

* Appointments can be made via our online booking system, text, email, or via our Facebook page or website. We advice appointment are booked 6 to 12 weeks apart depending on coat type and condition.
* All new clients will need to register with us and fill out a new client form, with consent and agreement to this policy release of terms & conditions.
* All clients will be offered our next available appointment if you have not rebooked your dogs next appointment upon collection.
* Unless specifically specified, we will offer you your dogs next appointment at the end of their service upon collection. If you choose not to pre book their next appointment and you go over the suggested 6 to 10 week time guide this may be reflected in the grooming price, due to extra time required to remove matts and extra ware on our equipment needed.
* We offer clients drop off and collecting appointments service at our grooming salon, Mondays to Fridays but these days may vary, please contact a member of our team to book this service.
* If you arrive early to pick up your dog and they are still being groomed, please wait in you car in the car park and one of our staff will bring the dog out to you when it is done. An excited pet can be dangerous to work on. We reserve the right to end the grooming session even if the groom is not completed and the full grooming price will be charged. For the dog to properly respond to the groom, it is essential that the dog be alone with the groomer. Due to insurance purposes, clients will not be able to assist in the grooming or enter the grooming room from the reception area.
* If you arrive late to collect your dog this may occur a late payment charge after the grace period of 30 minutes, there will be an additional £10 charge per 30 minutes. Please ring the grooming salon bell upon arrival of drop off or pick up, to notify a member of the grooming team that you are here.
* If we are able to offer you a home pick up and drop off appointment ( Howden only ), You must providing us with a key to your home, to use our home, kept in your safe place. It is the owners responsibility to acquire the adequate insurance to cover such losses or damage to the key, with your home insurance company and any cover you may require for home and content under a loss or damages claim. Puppy paws pet grooming services can not be held responsible for any loss or damage to your key or home, or content whilst using our services. If you wish for your dog to be returned to your safe place eg garden, this is at your own discretion, puppy paws pet grooming services can not be liable for loss or escape of your dog during, before or after using our home pick up and drop off service.
* All dogs should have appropriate leads, collars and or harnesses when been dropped off, collected/ picked up. It is a legal Requirements that all dogs 8 weeks and over are microchipped, with your up to date details Registered on the database. All dogs are also required to have an ID tag displayed on their collar with the owners contact information. Puppy Paws Pet grooming services can not be held responsible or liable for loss, escape, injury or death of your dog during anytime using our services, or liable for any equipment, harnesses, collars, tag or leads you may have provided.
* If needed Dogs will be transported in our licensed, insurance and crate fitted commercial vehicle, multiple dogs may be transported in the vehicle together, dogs from different household will travel in separate crates. Puppy paws pet grooming services can not be liable for any injuries or death caused whilst transporting your dogs to or from our grooming salon, or in the event of a road traffic accident
* In house grooming appointments are available for daycare clients registered to the daycare, if you require an appointment during their say in daycare, please ensure to book an appointment approximately 2.5 hours before their daycare session ends, to give the groom team time to complete the groom before you are due to collect you dog from daycare..

1. **Grooming time required/ Matted or poor condition coats / Fleas & Ticks**

* Grooming service time will vary depending on the service required, the behaviour of the dog, size, breed, health and coat condition. Full grooms can vary from 1 hour to 4 hours. An appropriate time will be provided upon consultation of the groom/ service upon the appointment arrival. Where possible we will contact you 20 to 30 minutes prior to the completion of the service to alert you to collect your dog. Home pick up and drop off clients will be allocated a 1 hour drop off time.
* Dogs with severely Matted coats require extra attention/ time and products. If the coat is in poor condition the skin will be in poor condition too resulting it matts pulling tightly against the skin, this causes but is not limited to, brakes or tares in the skin, hot spots forming, balding patches, skin infections, fungal growth, breeding ground for parasites and infections.
* In line with the animals welfare act 2006, “ we will not put any dog through unnecessary suffering “ If matting is severe we will be required to shave off the matted coat fully. You will be required it give your consent to this either in writing via email/ text or by signing a shave off form. puppy paws pet grooming services can not be liable for any health, medical or long term skin or coat condition / problems that may be caused, occur or are unrevealed by shaving off the coat. Double coated dogs may be submitted to coat funk after any clipping/ shaving of the coat.
* A matting fee will be applied to cover ware on blades , equipment and extra time required.
* If prior or during any service we find evidence that a dog has fleas or parasites, we will stop the groom and immediately contact you to collect your dog, they must be collect with in 30 minutes or you will occur a late payment charge of £10 every 30 minutes, your dog will be waiting outside for you with a member of staff, you will be charged for the time the dog has been in our care and any service that have been provided, as well as a £15 charge for a flea treatment for the grooming salon. If the dog was in the bath when the fleas were discovered, we may use a flea treatment shampoo. Puppy paws pet grooming services can not be held responsible or liable for any reaction your dog may have to the flea treatment shampoo. Please ensure your dogs flea treatments are up to date and your dog does not have fleas prior to arriving at the salon or before your appointment.
* If we find your dog has a tick, we may remove this for you using a tick remover, it will then be placed in a air tight container and given to you to take home and freeze for a minimum of 14 days, this is in case your dog becomes ill from the tick such as contracts lime disease from it. Your vet will need to test the tick to help treat your dog. Puppy paws pet grooming services can not be liable for any reaction, illness , injury or death caused by removing the tick.

1. **Cancellations or rescheduled appointment-**

* You may need to cancel or reschedule your appointment, where possible please give puppy paws pet grooming services at least 48 hours notice so we can offer the appointment to another client. Failure to notify us of your request to cancel or reschedule your appointment within the above time frame, will result in a late cancellation fee/ No show fee and future appointments will only be booked with a holding deposit, or may be denied.

1. **Prices & Payments –**

* Our prices are based on the dogs breed, behaviour, size, coat type and condition. A standard base price will be provided, subject to change upon consultation at the appointment. The price will be increased to cover extra time, products and equipment needed for the groom. This includes but is not limited to; bigger than average size for breed, behaviour problems during the grooming process/ service, mixed breed coat type not as expected, coat in a poor condition and or matted.
* Payment can be made by cash or card, payment may need to be made prior to the groom in some cases, eg. Previous no shows, late cancellation, late payment made or using our home pick up and drop off services.
* ( please note if purchasing items, treats, products, toys from the reception shop, we can only accept cash for these items)

1. **Car park –**

* Clients are permitted to use the car park at their own risk, between the hour of 8am to 6pm Monday to Friday providing the gate is unlocked and open, if you are renting the dog field from Paws and Play Yorkshire or attending their training sessions you will have arrangements made with them following use of the car park. Puppy Paws Pet Grooming services can not be held responsible for any loss or damage to your vehicle whilst using the car park facilities. Any damage sustained by the client to the car park or facilities upon entering, whilst using or up on exiting would be the responsible of the client therefore they would be liable to pay for any damages caused, to the appropriate landlord.

1. **Photo Publishing –**

* Puppy Paws Pet grooming services reserves the right to take and publish photos of any dog using our services. Puppy paws pet grooming services own the legal rights to these photos taken. These photos can be used for but not limited to promotion, advertising, social media, flyers, posters, signs, website. By agreeing to this release policy of our terms and conditions you are giving your permission for us to use theses photos for publishing purposes.

1. **Satisfaction-**

* Your satisfaction is extremely important to us. Please let us know if you would like anything doing differently at your next appointment. We are happy to adjust the style to your preferred preference. This is subject to the breed, temperament, coat type, coat condition and frequency of the groom.
* Unfortunately if the coat was found to be in worse condition than originally thought, it’s not always possible to get the desired breed standard look. This may mean that the coat/ cut is not always ascetically pleasing but will always be in the best interest of the dog, it’s coat and health.

1. **Contract/ agreement/ policy release- subject to changes/ updates –**

* Please be aware this contract/ agreement/ policy release and all prices/ charges are subject to changes/ updates at anytime. These changes/ updates will be available for all clients to view on our website ( puppypawspetservices.co.uk ) at any time. It is the responsibility of the client to check for changes/ updates and to notify us in writing if they no longer accept theses terms and conditions, therefore with out further client notification this contract/ agreement/ policy release will be applicable to all future grooming services.

1. **Declaration-**

* By ticking the box on the new client registration form, It is understood that I , the client / owner have read, understood and agreed to all the above policy release of terms and conditions. I have read and agreed to the full terms and conditions provided, therefore I hereby give my consent for my dog to be groomed by Puppy Paws Pet grooming services or to use any other service they provide. This permits puppy paws pet grooming services to apply this agreement/ contract to all further grooming appointments/ services made for my dog/ dogs ( I understand that I may also be required to sign a paper copy of this policy release form of terms and conditions upon my first appointment/ service with them )