

Terms & conditions

Dog Grooming Agreement



TERMS AND CONDITIONS FOR Wooffetts

All clients are required to complete and sign our terms and conditions and then promptly return them to us before we undertake your dog's first grooming session.

We understand Data protection is very important therefore all your data is strictly confidential and under no circumstances will it be shared with any third party.

If your dog has any new health conditions or anything has changed before their grooming session we would appreciate it if you could please inform us of these changes so that we can best care for your dog to the highest possible standards and ensure a safe and comfortable environment for them.

OUR BUSINESS INFORMATION: We are Wooffetts and We are reachable by phoning us on 07856257225 or by sending an email to wooffettsdoggrooming@outlook.com which we aim to reply to within 24 hours of receiving it. If there is a need for us to contact you we will do so by phone or by emailing the email address provided to us by yourself. Please state your preferred method of contact in our introduction forms so that we can use this for future reference.

BEFORE YOUR DOGS GROOM: Before dropping your dog off with us, please make sure they have been to the toilet before their grooming session begins so they are comfortable during their time with us. We make sure your dog has access to fresh water whilst they are with us. We also advise that you don't feed your dog 30 minutes before their scheduled grooming appointment.

Unfortunately, we do not express anal glands, we feel this is a job for your vet so please make an appointment with them if your dog needs this done.

GENERAL INFORMATION

LATE ARRIVAL: We kindly ask that you arrive on time for your appointment so that our day runs smoothly and we are on time for our other appointments. We understand things happen but we also have to be conscious of our workload and keep to the allocated appointment times, therefore if you arrive more than 15 minutes late for your scheduled appointment we may have to re-schedule to another date.

We work by appointment only and don't accept walk-ins, so the appointment time and slot booked by yourself is exclusive to your dog only and will not be filled if you are late or don't show up resulting in a loss of earnings. We, therefore, have to treat late arrivals as canceled/missed appointments.

The deposit paid for your dog's grooming session is therefore non-refundable so we can cover the costs of the missed appointment. We do offer an appointment reminder service so be sure to tick the yes box in your client introduction forms.

LATE COLLECTION: As we are a grooming salon we are unable to accommodate dogs staying after their grooming session has finished therefore we have to charge £5.00 for every 15 minutes past the agreed pick-up time. This cost will be added to your dog's grooming invoice and payment can be made at the same time as paying for the grooming service. I am sure you will understand we must do this so we can pay our staff for staying after hours.

DEPOSITS & CANCELLATIONS: Customers are required to pay a deposit of £25.00 at the time of booking their dog in for a grooming session. You agree that this deposit will be non-refundable if an appointment is cancelled with less than 48 hours' notice, if an appointment is missed or if continual re-scheduling occurs. If your appointment goes ahead as scheduled the deposit you have paid to us will be deducted from the total cost of your dog grooming session.

If you provide us with 48 hours notice for cancellation we can then carry over your deposit to your next grooming session. A record will be made of this. If you wish to cancel a grooming session slot you can do so easily by calling the salon on 07856257225 or by sending an email to wooffettsdoggrooming@outlook.com. If the cancellation is more than 48 hours' notice, then we will be happy to refund you the deposit that was paid at the time of booking.

The deposit will be refunded by the method you used for payment at the time of booking your grooming appointment. If you wish for it to be refunded using a different method, please inform us of how you would prefer to be refunded and we will do our best to sort this out for you. Refunds will be paid within 14 days of us being informed of the refund request. We will confirm the request by writing either by email or letter. If for any reason the 14 days cannot be met we will inform you immediately.

If the grooming session has started but we are unable to proceed and finish the full grooming session due to your dog's uncooperative or aggressive behavior, we will have to end the grooming session immediately. for the welfare and safety of our staff and your dog.

We ask that you honestly answer our questions about your dog's temperament and any worries you may have about them being groomed so that we can prepare ourselves for their grooming session and assess whether we think they are suitable to be groomed in our salon safely.

We reserve the right to cancel the grooming session if we feel under threat and that we have not been properly informed of your dog's behavior. A reasonable charge will be charged for the time spent trying to groom your dog and the allocated slot appointed to you.

CHARGES: Our prices are based on the size and breed of your dog. Please understand that quotes charged for a standard cut of the breed of dog you request to be groomed may vary if the dog is matted, or needs a special trim which will include shave downs. Please inform us of the exact cut you require at the time of booking so we can provide you with an accurate price. The price of the groom will be the price stated at the time of booking if the exact grooming style is agreed upon.

Please note that our standard grooming charge is for dogs that are used to being professionally groomed and their coats are well maintained by brushing and washing in between grooming sessions. If when your dog is dropped off and we do our consultation, we feel your dog's coat may need extra services to get it to the expected standard we will discuss this with you before we start the grooming service. If we need to contact you we will do so by your preferred method of contact.

Please be aware that extra charges may occur if your dog's coats are Matted, knotted, maintained to a poor standard, or excessively overgrown.

This is because it will take extra time to get their cut to the standard we aim to reach.

An uncooperative or aggressive dog during our grooming session may also be charged more as it will require unexpected extra time and care.

If we are unable to complete a groom due to behavioural problems or aggression you will be charged the price of the groom. All costs are payable in full at the time you collect your pet.

Wooffetts have the right to refuse to groom a dog at their discretion without a given reason.

PUPPIES' FIRST HAIRCUT: Here at Wooffetts, we start puppy grooming from 11 weeks old, after they have completed their second set of vaccinations. We recommend having their first grooming session when they are this age so they can get used to the grooming process young so it won't be a stressful experience for them later in life.

You can however start home grooming from a younger age by using an appropriate brush to brush your puppy so their first grooming session will be more familiar for them. If you need help choosing a brush to groom your puppy just ask us.

We allocate more time for puppies to have their first grooming session so we can make them feel as safe and secure with us as possible. We recommend regular brushing your puppy (don't forget to use an appropriate brush) and holding their paws to prepare them for nail clipping. Bringing them for grooming sessions every month is a great idea so the whole grooming process becomes familiar and comfortable to them.

We offer the ultimate puppy package where we will get your puppy used to being bathed, cut, blow-dried, and brushed slowly, building confidence for future grooming sessions.

PARASITES/ TICKS/FLEAS: If fleas or ticks are found during the grooming process, your dog will receive flea treatment with your permission to kill the parasites and an extra charge will be applied.

We will try to contact you prior to doing so but if we are unable to make contact by signing this contract you are excepting to cover the costs that occurred. Ticks found will be removed and an additional charge of £5.00 per tick will be applied. Please note that parasites can be dangerous for your dog as well as for humans. If you feel your dog isn't themselves please take them to the vet for a check-up before bringing them into the salon

If we find fleas/parasites on your dog, we will contact you straight away so you can collect them immediately. Grooming will be stopped at this point, de

LIABILITY. The owner understands that by leaving their dog in our care they leave their dog entirely at their own risk and discretion.

Whilst we take every safety measure extremely seriously we can not accept any responsibility or liability in the case of any injury, death, or illness of your dog whilst in our setting.

We advise having pet insurance before your dog's groomed in the unlikely event your dog needs emergency veterinary care.

YOUR DOGS TEMPERAMENT & BEHAVIOUR

DANGEROUS DOGS: We will not under any circumstances groom any dog registered under the Dangerous Dogs Act 1991 and/or the Dangerous Dogs (Amendment) Act 1997. (Please check your local authorities for the up-to-date acts in your area).

It is the responsibility of the owners to notify Wooffetts if their dog is aggressive in any way towards people or other dogs. It may be appropriate to use a muzzle if we feel our safety is in jeopardy during any stage of the grooming process.

We will discuss this with you and agree on a suitable way to groom your dog safely, but to also make sure your dog is not stressed and uncomfortable. We want to make the experience as positive as possible for your dog.

By signing this contract you are agreeing that if we feel it is completely necessary for the safety of our staff that a Muzzle may be used. Please be reassured that using a Muzzle will not harm your dog and is simply a way to keep both the groomer and your dog safe.

A fee of £5.00 will be charged for any dog that needs to be muzzled unexpectedly during the grooming process. This fee will allow for the extra time we need to groom your dog safely.

It is the owner's sole responsibility to notify us if they do not wish for their dog to use a muzzle. Refusal to wear a muzzle may result in the grooming session being cancelled.

wooffetts reserves the right to refuse to groom your dog if your dog shows any aggressive tendencies as we cannot risk our safety. If there is an incident where we are injured by your dog you agree that you are fully liable for any medical bills, loss of income, or damage to equipment or premises. If you are unsure how your dog will react to the grooming process please inform us and we can assess your dog for their first groom with us.

ACCIDENTS: Although extremely unlikely, accidents can happen during the grooming process. In the event of an accident or serious medical issue that arises during your dog's grooming session, you the owner authorizes Wooffetts to seek emergency veterinary treatment. You as the owner will be responsible for paying the costs of any veterinary treatment needed.

Things like cuts, scrapes, scratches, etc can happen due to the nature of the job and how dogs like to move about. Please be assured we make every effort to make sure your dog is groomed safely.

HEALTH & WELLBEING: Sometimes during the grooming process, we come across medical issues that need addressing. If you have not informed us of the condition in your introduction forms we will try to contact you using the phone number you have provided to discuss what you would like us to do.

If your dog has a new condition that we are unaware of please inform us so we can update your files and be aware when we are grooming your dog so they are as comfortable as possible.

We may need written approval from a vet to ensure your dog is fit and healthy enough to be groomed. If your pet is unwell on the day of your appointment, it may not be accepted for grooming due to the risk of spreading viruses to other dogs.

We recommend that your dog is up to date with their vaccinations. They may pass or interact with other dogs whilst on our premises but please rest assured we disinfect surfaces and grooming equipment between grooms.

If your dog had been microchipped within 24 hours of your booking we will unfortunately not be able to proceed with the groom as your dog may still be sensitive around the neck area from the needle.

Unfortunately, we are unable to groom pregnant dogs and bitches in season for obvious reasons. Please book in around their season.

PHOTOGRAPHS: We love taking photos of your dogs during their grooming sessions especially our before, during, and after groom photos. Photographs may be used on our wooffetts website, socials, and printed promotional documents. Please let us know if you prefer your dog not to be photographed and have its picture on any of our social media.

MATTED DOGS: If your dog's coat is matted you acknowledge and agree that it may not be possible for Wooffetts to achieve the style that you desire. Wooffetts will try our very best to meet your requirements however a matted coat may result in us having to clip/shave your dog's coat short.

If your dog's coat is badly matted it will require a long grooming session. In accordance with the Animal Welfare Act, we will not spend more than 15 minutes de-matting.

It is extremely important to us that your dog is comfortable and matting can be painful to remove, therefore clipping/shaving short may be the most suitable option. It's important to not leave the fur matted as this will aggravate your dog's skin resulting in your dog being in pain and discomfort.

We will discuss this prior to the groom and Wooffetts will require you the owner to sign the Clipping/Shaving policy.

There are risks such as cuts, or abrasions when shaving and this may result in irritable itchy red skin. It's important to keep on top of grooming to prevent this from happening in the future.

Dematting is not without risk so we do not accept liability for any abrasions, cuts, or sores after the grooming session. If you need any advice about how to look after your dog's skin after being shaved just let us know. we are happy to help.

There will be an additional charge for de-matting due to the amount of time and care it takes. The additional charges will depend on the severity of the matted coat:

Here is an idea of the extra charges that may occur with de-matting:

- Under the legs and behind ears £5.00 additional cost
- General de-matting over the body £10.00 additional to groom cost. Must be done in under 15 minutes.
- Targeted areas will be an additional £5.00 to the cost of the groom
- Clipping/shaving will be £10.00 extra on top of a full groom

GROOM FEEDBACK: Wooffetts will provide you with detailed feedback after every grooming session. We will speak to you directly but understand that sometimes you may be in a hurry and it may not be possible so we also do an end-of-groom report with all the pampering your dog has had and how they were during their groom

If you have any queries or need further clarification or information please just ask or contact Wooffetts asap. We are more than happy to discuss any details of your dog's grooming session or advise you about how best to care for your dog's coat after their grooming sessions.

If you are however unhappy with any part of the service that you have received please let us know before you leave the salon. We are happy to alter the cut immediately or note down any changes for the next grooming session. We want you to be 100 percent satisfied with your dog cut so please do let us know if we can do anything to make your experience even better

ELDERLY DOG POLICY: From time to time, grooming can expose underlying medical problems or aggravate an already existing one. If your dog is over the age of 10 please make sure you have updated your pet's introduction forms with any new illnesses or health conditions that you may feel could impact your dog's grooming experience. It's important we know of any health issues no matter how big or small before starting the grooming process.

Older dogs have a higher chance of being injured during the grooming process. By agreeing to have your dog groomed with us you are accepting that you alone are liable for any accident or injury that may occur whilst your dog is at the salon and any vet expenses are for you to settle.

Client's Consent

By signing these terms and conditions, you the owner agree to hold Wooffetts harmless from any liability or responsibility whilst your dog is in our care.

Any alteration to this agreement must be in writing and signed by both parties., although the terms of this agreement can change at any given time. You will be notified of any changes.

I have read the terms and conditions thoroughly and agree to give my full consent to Wooffetts

*Client name: _____

*Date: _____

*Your signature: _____

[Your business name here:]

Dog groomer: _____

Date: _____

Signature: _____