VIP Memberships 2024

## **All subscription VIP Members payments will be taken on the 5th of every month. Cancel anytime via email/ call/ WhatsApp. Included in every VIP is a regular basic canine first aid training worth £45 alone as well as extra tips and tricks.**

# Benefits of being a VIP

# Cancel grooms with 4hr notice & no fee.

# Full grooms Every 6-8 weeks & will always upgraded style including: Seasonal extras such as bows/ shampoos/ conditioners/ facials/ paw and nose balm & pictures (worth upwards of £55 every time )

# Teeth cleaning included in grooms. (worth from £25)

# Free nail clipping between grooms. (suggest 3-4 weekly to keep them short (worth £15)

# A bath & dry &/OR brush out and small tidy of the eyes feet and sanitary area between grooming intervals (worth from £25)

# Priority access to appointments on Saturdays & Evenings along with access to early drop off/ late collection (limited to ½ day) (worth from £15)

# MORE COMING VERY SOON

Small Breeds/ Smooth coats: (pugs/ Frenchie/ jack Russell/ daschund) £25 per month

<https://pay.gocardless.com/AL0014YHV632TA>

Small Breeds: (westies/ schnauzers/ bichon/ cavaliers/ poms/ toy poodles) £30 Per month

<https://pay.gocardless.com/AL0014YHVBXSS0>

Medium breed/ Short (Labrador/ springers) £35 per month

<https://pay.gocardless.com/AL0014YHWBVJHH>

Medium breed/ long: (cockapoo/ Spaniel or similar) £40 per month

<https://pay.gocardless.com/AL0014YHWD3EN4>

Large Breed: Doodles/ poodles/ Retrievers £45 per month

<https://pay.gocardless.com/AL0014YHWHR6VB>

**WHY IS DOG GROOMING SO IMPORTANT?**

The Importance of Regular Dog Grooming A Happy and Healthy Companion

Regular grooming helps remove dirt, debris, and dead hair from your dog's coat, which can prevent matting and tangling. This keeps their fur looking clean and healthy and allows for better air circulation to the skin, reducing the risk of skin irritations and infections. Keeping to regular grooming intervals also benefits the dog’s nails keeping them short and tidy while also preventing scratches.

Having your dog groomed at regular intervals also allows a professional to give a health check and notify you of things you could miss, this isn’t to say you’re a bad owner but its hard to recognise change in something when you’re with them so regularly. Also, a trained professional knows what they are looking for and keep records, this is why it’s important to make sure your dog groomer is adequately qualified, you wouldn’t see an unqualified Dr or dentist would you?

[Find a qualified professional here](https://www.thegroomersspotlight.com/members)

Health Benefits for Short-Coated Dogs is still vital as they shed regularly and having them professional groomed will get rid of all that dead coat. Not only does this improve the Skin and Coat Health it is Preventing Skin Infections by Reducing Shedding and Allergens & a professional can pick up early Detection of Skin Issues and refer you to a specialist. It’s also important and helpful for temperature regulation in dogs.

Health Benefits for Long-Coated Dogs first and foremost Mat Prevention and Coat Management which of course is part of preventing Skin Infections and Irritations Reducing Discomfort and Pain. Leaving dogs with long coats with dense coats due to not de shedding properly or creating matting even if you brush regularly it’s important to seek professional help because they can show you techniques and brushes suitable to your dog’s needs also style the coat according to your needs and lifestyle.

Common Grooming Practices include Brushing and Combing but its not that simple all dogs require different brushing and combing Techniques. Then comes regular Bathing keeping the skin and coat clean and clear, Nail Trimming Essentials are nail clippers and files or grinders commonly used for those that do not like the clippers its also safer with a grinder as less likely to catch the quick, speaking of quick this image shows you the anatomy of the nail you can also gradually get a dogs nails shorter if you can get close to that quick regularly, this is why dogs whom regularly walk on hard surfaces for long periods of time generally will have short nails. Long claws are more prone to chipping, tearing, splitting and breaking, which can be very painful and may require veterinary treatment. As well as being prone to damage, when a dog stands or walks on a long-clawed paw it puts pressure on the wrong parts of the foot, causing pain and discomfort.

Grooming at home as well as by a professional aids emotional well-being by strengthening the Bond Between Dog and Owner or professional. This is why its important to find a groomer who your dog and you is happy with and stick with them not only is this more beneficial to yourself and your dog, but the professional is also building a bond and relationship with your dog. They know how your dog responds and how to manage them and your dog knows this back they have trust and love. Switching to often (to who can fit you in) can be very stressful for your pet and could result in causing anxiety which later causes a aggression. Often regular grooming aids Behavioural Improvement, it teaching patience, trust, endurance, balance and much more.

Lets talk Time and Money Savings for Owners. Regular grooming is both time and cost effective to the owner as at home you’d have to do little to no extra grooming or de matting, save money by Preventative Health Care Reducing Veterinary Bills which lets face it are way more than a professional dog grooming service. Dog groomers often face oh that’s expensive and jo bloggs can do it cheaper, we are not a charity we are a business and we are in this industry because we love and care for your animals and often jo bloggs is probably not adequately qualified and will give you a poor job by cutting corners. Can you really put a price on your dogs health care professional? We health check, we notice things, we get pooped on peed on, scratched, bitten, witness awful matting or skin concerns, we will put ourselves through pain and discomfort to keep your dog happy during a session, we are trained professionals and should always continue personal development which is costly but necessary, we have overheads and family’s too so please don’t question pricing this job is mentally and physically demanding in fact recent studies show a dog groomer will only trade for up to 5yrs before changing career. Tips for Choosing the Right Groomer use the link above & ask for a consultation visit to check out the groomer and the environment you want to ensure they are trying to create a relaxing environment even in a busy salon this is possible is done correctly or enrol in a puppy program from 16 weeks of age. YES even when your breeder suggests longer or not until after 6 months this is FALSE INFORMATION!

Look at reviews/ qualification/ experience/ CPD and go with your gut its usually right.

Animal welfare act. & Safety First always without question always be honest with your dog groomer if your dog is known for any aggression or has at any point shown any, be honest usually this will not phase the groomer but its for everyone’s safety, also if your dog is sick or sorry do not take them to a groomers until in full health. Groomers along with Identifying and Treating Parasites your pet grooming professional can help with fleas ticks ect… this alone is vital to your pets health. With regular grooming and health checks it aids in Early Detection of Lumps and Bumps that could or could not be anything sinister. Also help in Avoiding Ear Infections keeping ears clean and clear. Your pet groomer whom is qualified can offer Expert Advice and Professional tips and tricks.

Scheduling Regular Appointments depending on your dogs breed coat and your lifestyle these can all come into play to grooming intervals as a rule full grooming every 6-12 weeks & maintenance groom/ bath/ tidy every 4-6 weeks

# **TERMS & CONDITIONS**

**Minor matt removal is part of the full groom service**. However, some breeds are more susceptible to serious matting, which can be painful and un-hygienic for the dog. In severe cases, the only solution is for the dog to be clipped on the matted areas or completely clipped & restart the coat. This is at the discretion of the groomer that adhere to the animal welfare act. **If this is the case, it may take a little longer so will be charged at an additionally however making the most of your VIP benefits should ensure matting doesn’t happen however if you do not stick to schedule you can still be subject to charges.**

**Flea Bath-**Should your dog have fleas you will be notified! However, a flea bath will be required to carry out the groom and **an additional cost of £20+ will be applied on top of groom cost.**

(This is to cover the EXTRA shampoo cost, the addition time to kill off the fleas living on your dog, additional time for me cleaning & flea treating the salon & as a result of all of this I may need to temp close the salon for an hour or longer until safe to continue grooming due to chemicals therefore not only being an inconvenience to me but other clients to.)I take these measures to ensure dogs do not leave with fleas or cross contamination.

**Cancellations to be made 4hrs prior to avoid charges!**

**Cancellations made with less than 4hr will be charged £20 on top of subscription fee.**

**If you are late (over 15 min) for drop off appointments without any contact you will be turned away** & charged £20 being late has a huge impact on our day which is already packed and booked to suit dogs and breeds coming in, where we can we will still groom your dog or do what I can in the time I have however this is not always possible and we reserve the right to turn you away and charge extra.

**If you are late (over 15min) for collection of appointments. We reserve the right to charge £1 per minute late unless otherwise agreed.**

(please remember lateness of any sort needs to be prior agreed not when you drop off a dog)

Enrolment/ booking any appointment shall be subject to £20 deposit fee. (this is a rolling deposit so paid once and should you never incur extra fees/ late cancellation/ no show ect… you’ll never pay it again, however should you incur a fee this will be deducted out of the deposit and a new deposit required to continue or book an appointment.

Cancelling subscription: can be done anytime via message/ call/ email. We reserve the right to keep deposits. However, should your dog become diseased your deposit will be refunded.

## **PLEASE READ**

* It is a client’s responsibility to ensure their dog is fit & healthy & must notify me of any issues prior to their appointment.
* Grooming sick or elderly dogs is entirely at owners’ risk. (forms must be signed prior to drop off)
* Grooming may expose underlying skin or health problems that we CANNOT BE HELD LIABLE FOR.
* Our first concern is the welfare of your pet, so in the event of illness or injury a vet maybe called it must be clear that all costs shall be at the owner’s expense.
* We do not groom dogs in season, pregnant or feeding pups. We hold the right to turn you away and charge.
* If your dog has flu/ cough or not very well please notify us PRIOR to grooming time as we may suggest to reschedule the appointment for safety & animal welfare! We hold the right to turn you away and charge.
* **If your dog is known to show any kind of aggression please state this to us** (so we can better prepare). We hold the right to turn you away and charge.
* We do not express anal glands.
* Please make sure all dogs are well walked and given ample opportunity to toilet before coming to their pet grooming appointment. Additional fees will be incurred for defecating and urinating where this has not happened. £5
* We reserve the right to take and use pictures of your pet for social media, advertising, and education. If you do not wish pictures of your pet to be used for these purposes, you must notify us at the time of your appointment.
* No abuse to any staff member will be accepted.

**PLEASE BE AWARE THE PROPERTY HAS FULL CCTV & RECORDING AT ALL TIMES. All data & personal information is secure following GDPR compliance guidelines.**

**INDUSTRY INFORMATION**

Groomers in the UK are not regulated & we are trying to change this. It is important to know your groomer is qualified to a minimal of level 3 diploma level and holds better knowledge of the animals swell as the industry.You can rest assured I am fully qualified 'level 3 diploma' & doing higher level 4!

Find out more [www.groomersspotlight.com/rosie-munsonDon't](http://www.groomersspotlight.com/rosie-munsonDon%27t) be fooled by 'fully qualified' OR 'level 3' you want to ensure they hold diploma as a minimal qualification.!

We are a registered dog grooming training school (established 2023) I only train on a 1-1 basis. What does this mean? From time to time trainees will be working on your dogs (when agreed) along with my bath and drying helpers but only when I feel they are capable and ALWAYS when I am watching and guiding them fully. (I am VERY particular)  I the owner and head stylist will always go over dogs at the end of training sessions for quality assurance.

(For exams & training clients dogs may need to stay longer than usual times, it is up to the owner to inform the groomer at the time of***BOOKING***that they would***NOT***like their dog groomed by a trainee (please note dogs selected for training or exams will have to be well behaved, confident, groomed 6-8 weekly intervals and well maintained at home, dogs in correct breed standard trims for exams & this can be changed after the exam to suit your requirements by a professional stylist).

Dogs used for exams/ training purposes will receive 10% discount on grooms.

Owners have 24hr to contact the salon if they are unhappy with a groom and it can be arranged of a free correction groom at the descension of the groomer.

**Owners must confirm that:**

**Their pet is fit, healthy & fully vaccinated. Owners agree that the groomer will not be held liable or responsible for irritation, abrasion, patchiness or hair loss due to any pre-existing skin conditions, or as a result of the process of grooming, de matting, thinning, stripping or shaving or any mishap caused by owners’ non-disclosure of pet’s medical conditions or behaviour. If a client’s dog bites or attempts to bite any person or pet, a muzzle may be used, or at the discretion of the groomer treatment may stop & clients will pay for the work done to that point & will pay full cost of all damages & expense their dog has caused. If a client fails to adhere by the terms & conditions set as well as cancellation/lateness policy it is agreed clients will pay extra costs due & potentially ban. If a pet arrives harbouring any parasites owners accept the expense of clearing them. If a pet’s health causes any concern, they give permission to the groomer to obtain veterinary advice & treatment at client’s expense.**

**Clients signing accept all the T&Cs and has read about training services I provide.**

**Clients must confirm & sign that all facts supplied on record cards are true. Clients must update groomer & record card with any changes. Clients must agree to pay any charges due for appointments as per policy’s shown.**