

# Terms & Conditions



## TERMS AND CONDITIONS FOR PUNK ROCK DOG GROOMING

All clients are required to complete and sign my terms and conditions before I undertake your dog's first grooming session.

I 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 I would appreciate it if you could please inform me of these changes so that I can best care for your dog to the highest possible standards and ensure a safe and comfortable environment for them.

**OUR BUSINESS INFORMATION:** I am Natalie Lawton (trading as) "Punk Rock Dog Grooming" and my business address is 3, Tudor Close, Rudheath, Northwich, CW9 7UJ. I am reachable by phoning on 07471 307382 or by sending an email to [natalie@punkrockdoggrooming.co.uk](mailto:natalie@punkrockdoggrooming.co.uk) which I aim to reply to within 24 hours of receiving it. If there is a need for me to contact you I will do so by phone or by emailing the email address provided to me by yourself. Please state your preferred method of contact in my introduction forms so that I can use this for future reference.

## GENERAL INFORMATION

**LATE ARRIVAL:** I kindly ask that you arrive on time for your appointment so that my day runs smoothly and I am on time for my other appointments. I understand things happen but I also have to be conscious of my workload and keep to the allocated appointment times. Therefore, if you arrive more than 15 minutes late for your scheduled appointment I may have to re-schedule to another date. I will treat late arrivals as a cancelled/missed appointment, which will incur a charge of 50% of the groom price, payable before a new appointment can be made.

I 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.

I offer an appointment reminder service so please ensure to tick the "yes" box in your client introduction forms.

**LATE COLLECTION:** Due to the nature of being a 1-to-1 groomer, I am unable to accommodate dogs staying after their grooming session has finished. Therefore, I will charge £5.00 for every 15 minutes past the agreed pick-up time. This cost will be added to your dog's groom price and payment must be made at the same time as paying for the grooming service.

**CANCELLATIONS:** Appointment cancellations/rearranges must be made with 48 hours notice of your appointment date. Any cancellation made under 48 hours notice will incur a charge of 50% of the groom price and must be paid before a new appointment can be made.

If you wish to cancel or rearrange an appointment during opening hours you can do so by calling 07471 307382, by sending an email to [natalie@punkrockdoggrooming.co.uk](mailto:natalie@punkrockdoggrooming.co.uk) or messaging over WhatsApp or social media. During closed hours, cancellations must be done via email, WhatsApp or social media messaging.

**NO SHOWS:** Not turning up for your appointment is completely unacceptable and will incur a charge of 100% of the groom price and must be paid before a new appointment can be made. If you miss 3 appointments at any time, I will be unable to retain you as a client and you will have to find another dog groomer.

**CHARGES:** My prices are based on the size, coat type, coat condition and temperament of your dog. Quotes given over the phone/email/message, which are done without seeing your dog in person, may change once I have seen your dog and assessed their coat and behaviour.

I encourage all customers to book a free 15 minute consultation appointment where I can see your dog and discuss your grooming needs in person, which will give more accurate pricing.

Extra charges will occur if your dog's coats are matted, knotted, maintained to a poor standard, or excessively overgrown. This is due to the extra time required to deal with these issues and the damage it causes to my equipment. All customers (excluding short/smooth haired dogs) are required to sign my de-matting consent form.

An uncooperative dog during our grooming session may also be charged more because it will require unexpected extra time and care. Punk Rock Dog Grooming has the right to refuse to groom a dog at their discretion without a given reason.

**PUPPY'S FIRST HAIRCUT:** I start puppy grooming from 12 weeks old, after it has completed its second set of vaccinations. I recommend having its first grooming session when it is at this age so that it can get used to the grooming process young, meaning it won't be a stressful experience later in life.

You can, however, start home grooming from a younger age by using an appropriate brush so that its first grooming session will be more familiar. If you need help choosing a brush to groom your puppy please ask me.

I allocate more time for a puppy to have its first grooming session so I can make it feel as safe and secure with me as possible. Bringing a puppy for grooming sessions every 4 - 8 weeks for the first 6 months is a great idea so the whole grooming process becomes familiar and comfortable.

I offer the ultimate puppy package that enables your puppy to get used to being bathed, cut, blow-dried, and brushed slowly, building confidence for future grooming sessions.

**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 I 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 me 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.

**PARASITES/TICKS/FLEAS:** If fleas are found during the grooming process, your dog will receive a flea shampoo with your permission, and an extra £10 charge will be applied for the treatment. Depending on the severity of the flea infestation, grooming may be refused.

Any ticks found will be removed and an additional charge of £5 per tick will be applied. Depending on the severity of the tick infestation, grooming may be refused.

I will try to contact you prior to doing these treatments but if I am unable to make contact, by signing this contract you are accepting to cover the costs that occur. Please note that parasites can be dangerous for your dog as well as for humans. If you feel your dog isn't its normal self, please take them to the vet for a check-up before bringing them into the salon.

**HEALTH & WELLBEING:** Sometimes during the grooming process, I might come across medical issues that need addressing. If you have not informed me of the condition in your introduction forms, I will try to contact you using the phone number you have provided to discuss what you would like me to do. If your dog has a new condition that I am unaware of, please inform me so I can update your files and ensure your dog is as comfortable as possible during the grooming process.

If your pet is unwell or injured on the day of your appointment, it will not be accepted for grooming due to the risk of spreading viruses, causing undue stress or injury to your dog. This will incur a charge as per the cancellation policy.

I recommend that your dog is up to date with its vaccinations. Dogs from different households will not mix or meet whilst on my premises and surfaces and grooming equipment is fully disinfected between grooms.

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

Unfortunately, I am unable to groom pregnant dogs and bitches in season for obvious reasons. Please book in around their season. New mothers must be fully weaned before I am able to groom them.

Ears are only plucked upon request.

## **YOUR DOG'S TEMPERAMENT & BEHAVIOUR**

**DANGEROUS DOGS:** Due to being a lone worker, I do not groom dangerous or aggressive dogs. To withhold information to me that your dog is aggressive or dangerous is against the law and puts my life at risk. Any incidents of dog bites will be reported.

By signing this contract you are agreeing that your dog is safe to be groomed and handled. Natalie at Punk Rock Dog Grooming reserves the right to refuse to groom your dog if it shows any aggressive tendencies because I cannot risk my safety. If there is an incident where I am 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 me and I can assess your dog for their first groom with me.

**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] authorises Natalie at Punk Rock Dog Grooming 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 because dogs like to move about. Please be assured I make every effort to make sure your dog is groomed safely.

**PHOTOGRAPHS/VIDEOS:** I love taking photos and videos of your dogs during their grooming sessions, especially my before, during and after groom photos. Photographs and videos may be used on my Punk Rock Dog Grooming website, socials, and printed promotional documents. Please let me know if you prefer your dog not to have it's picture or video on any of my social media.

**MATTED DOGS:** It is extremely important to me that your dog is comfortable and matting can be painful to remove. Therefore clipping/shaving short is the most suitable option. It's important to not leave the fur matted because this will aggravate your dog's skin, resulting in your dog being in pain and discomfort. I will discuss this prior to the groom and I require all owners (excluding short/smooth haired dogs) to sign the Clipping/Shaving policy. There will be an additional charge for de-matting due to the amount of time and care it takes.

**GROOM FEEDBACK:** I will provide you with detailed feedback after every grooming session. I will speak to you directly but understand that sometimes you may be in a hurry and it may not be possible. Therefore, on request, I can also provide an end-of-groom report with all the pampering your dog has had and how it was during its groom.

If you have any queries or need further clarification or information please just ask or contact me ASAP. I am 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 grooming.

If you are unhappy with any part of the service that you have received please let me know before you leave the salon. I am happy to book in an alteration appointment or note down any changes for the next grooming session. I want you to be 100% satisfied with your dog's cut so please let me know if I can do anything to make your experience even better.

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

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

I advise having pet insurance before your dog is groomed in the unlikely event your dog needs emergency veterinary care.

## Client's Consent

By signing these terms and conditions, you the owner agree to hold Natalie at Punk Rock Dog Grooming harmless from any liability or responsibility whilst your dog is in her 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 Natalie at Punk Rock Dog Grooming.

\*Client name: \_\_\_\_\_

\*Date: \_\_\_\_\_

\*Your signature: \_\_\_\_\_

**Natalie Lawton**

Date: \_\_\_\_\_

Signature: \_\_\_\_\_