

Terms and Conditions: All About Dogs - Newent



New Clients - New clients will be offered the terms and conditions. Full client details will be taken, along with full details of the dog. **All About Dogs - Newent** will ask the client for their requirements and preferences. All this information will be recorded and checked with the client on subsequent visits.

Matted dogs - When severely matted coats are encountered, there may be a need to clip off the coat in order to release the matting. **All About Dogs - Newent** is not liable for any post grooming effects of this procedure. If your dog is matted, there is an increased risk of clipper rash or cuts, which may occur when getting the clippers between the skin and the matt. **All About Dogs - Newent** will be compliant with The Animal Welfare Act 2006 (Clause 5 'Animals are to be protected from pain, injury and suffering') at all times. Brushing a dog through should routinely only take 15 minutes of the grooming session. Where there is moderate to severe matting, **All About Dogs - Newent** will charge a minimum £7.50 matting fee (per extra 15 minutes taken) and discuss the requirements with you for subsequent visits.

Cancellations - If you arrive more than 15 minutes late for an appointment, without contacting us, then we may have to reschedule your slot and reserve the right to charge a cancellation fee of 50% of the booking fee. If you fail to arrive for an appointment, without contacting us, or fail to give 2 full working days' notice, then we also reserve the right to charge a cancellation fee of 50% of the booking fee. Any late arrivals of more than 30 minutes will incur a £5 fee.

Payment - Full payment is required on collection of your dog. Payment via debit card or cash is accepted.

Aggressive dogs - Please inform us if your dog has ever bitten anyone, or a dog, or has any aggressive tendencies. **All About Dogs - Newent** reserves the right not to groom a dog if it shows unmanageable aggression. In such an event, the owner will be contacted immediately and asked to collect their dog.

Muzzles - A soft muzzle may be used on your dog if deemed necessary for the safety of the dog and/or the grooming staff.

Fleas - Please do not bring your dog in for an appointment if it has fleas or suffers from any other similar parasite or condition. If we detect that your dog has fleas or any other similar parasite or condition, we will immediately give your dog a bath and use whatever products as we see necessary to treat the dog and remove the fleas. The studio will also need fumigating, at your expense of £10. The cost of this will need to be added to the appointment charge.

Photography - We may photograph your dog before, during and after its groom. These images may be used on the All About Dogs - Newent website or social media pages, unless you specifically request us not to do so. Any such request not to be photographed will be detailed on your dog grooming Client Record Card.

Toileting - Please do not to feed your dog in the two hours prior to their appointment and ensure they have been to the toilet prior to the appointment. This is because a dog with a stomach full of food or a full bowel/bladder finds the grooming process uncomfortable.

Thank you!