



SHAMPOODLES DOG GROOMING

TERMS AND CONDITIONS

Here at shampooodles dog grooming we pride ourselves on all aspects of dog grooming, by booking an appointment with us and allowing us to groom your dog you are agreeing to these terms and conditions.

HEALTH AND OR MEDICAL PROBLEMS

Occasionally during and even after grooming hidden pre-existing health issues can be exposed aggravate a current one. All medical/veterinary expenses will be covered by the dog's owner on agreeing to these terms and conditions. If on grooming we discover a flea infestation on your dog this will incur a charge of 30£ this covers flea shampoo, household flea spray to sanitise the salon to stop infestation to other clients plus extra time taken to clean.

All our products are designed for dogs and are top quality however over sensitivity can happen and when this does shampooodles cannot be held responsible for any veterinary costs involved.

ACCIDENTS

Accidents can occasionally happen in the salon where sharp equipment is being used, although being fully qualified and taught to use such equipment some dogs require careful handling with their temperaments and or wiggly young or nervous dogs. Shampooodles acts as the responsible caretaker at the time of grooming and if an accident does happen and we feel it needs urgent medical attention then we have the dog owners consent to take the dog to the nearest vet. All veterinary costs are covered by the dog owner.

MATTED COATS

You will have already been notified if we discover your dog to have a matted/impacted coat. Matted coats require more attention/time. Mats in your dog's coat grow tighter and tighter as the dog moves or lies down. There is often sore or red skin from the hair tugging at the skin that can not be seen from on top of the mats. Shampooodles dog grooming will not cause undue stress and pain on your dog to brush out the coat the only way to remove a matted coat is to shave underneath if they, this

will be a shorter cut which may result in a more drastic length being taken off. And occasionally a rash, nicks, sores, abrasions itchy skin and even behavioural changes where the dog adjusts to being free of their matted coats may occur after the groom. Matted dog grooms are charged extra dependant of severity and time taken to complete. The only way to prevent matting is regular 4-6-8 week grooming schedule for your dog and brushing at home to maintain. Any veterinary costs that occur because of matting is covered by the dog owner and they understand that the matting is what has caused the problems not the grooming process itself.

VACCINATIONS

By booking an appointment with shampoooodles you agree that your dog has had all relevant vaccinations and flea/worm treatments to keep all salon users safe.

Shampoooodles can refuse to groom your dog at any stage of the groom if we find evidence this hasn't been followed.

Cancelations and no shows

Shampoooodles require at least 24hr notice if you wish to cancel or change an appointment. If you do not show up for an scheduled appointment then both will result in full groom price being paid before we re book you in.

Satisfactions

Your satisfaction is very important to us if you are not happy with a groom then please say on collection we are happy to make adjustments however if you collect your dog and leave then and request adjustments then these will be priced accordingly.

Photographs

Unless specifically stated then shampoooodles can use photos on our website and social media platforms of your dog during the groom.

Photo evidence of matting and any conditions found whilst grooming can be used by shampoooodles.