

THE LEGAL STUFF

We know how much you love your Pet and whilst he/she is at Cosy Chic Pet Boutique Doggy Day Spa we vow to provide a high level of love and care to them. We have written a list of eventualities that we ask each customer to agree to before using our service, this is to protect ourselves from undue legal action, and in order to prevent any confusion later.



Coat Condition

I understand that Cosy Chic Pet Boutique Doggy Day Spa's priority is my pet's care and comfort. I understand that if my pet's coat is matted the groomer may have to shave their coat rather than put them through a painful dematting procedure. I also understand that in the event that my pet's coat is severely matted that there is a risk of clipper burn and cuts to the skin. I understand all attempts will be made to prevent this but that in cases of extreme matting this may be unavoidable. I also understand that if a pet is matted this takes more time to groom and I may incur an extra cost applied to my groom price if my pet's coat is matted.

Health

I understand that grooming can be stressful for some pets and I will inform my groomer of any conditions my pet has prior to the groom.

I will also ensure my pet is up to date with their vaccinations and parasite treatment prior to visiting Cosy Chic Pet Boutique Doggy Day Spa.

Emergencies

In the event of an emergency I authorise Cosy Chic Pet Boutique to immediately seek professional veterinary attention (at my expense) I understand that all attempts will be made to contact me in the event of an emergency.

Late Fees

I understand that a late fee of £5 for every 15 minutes may be applied if I am late for my appointment or a cancellation charge at 50% of the treatment booked may apply if the appointment has to be rearranged with less than 72 hours notice. I also understand that if I am late to collect my pet then a late fee of £5 may be charged for every 15 minutes that elapses over the agreed pick up time.

Aggressive Dogs

I understand that I, the owner must inform Cosy Chic Pet Boutique if my dog bites, has bitten, is aggressive to people/pets, or can be aggressive due to specific grooming procedures. Muzzles may be used if necessary. Wearing a muzzle will not harm your pet, it protects both the groomer and pet.

Cosy Chic Pet Boutique reserves the right to refuse or stop services for such a pet at any time before or during the groom and an aggressive dog fee of 50% of the booked treatment may be charged in place of the regular grooming fee.

Excitable Dogs

I understand that if my dog is too excited this can make them more difficult to groom and therefore may mean they require more time to be groomed, or that the groom may have to be stopped if they are becoming too difficult to handle.



Accidents

I understand that there is always a possibility an accident could occur whilst in the Doggy Day Spa. Grooming equipment is sharp and even though every care and precaution is taken in all situations it is possible that problems can occur including but not exclusive to, cuts, nicks, scratches, burns, quicking of nails etc. In most cases this can happen when a pet is wriggling or moving around.

If you arrive whilst your pet is still being groomed, please wait out of sight until the grooming treatment is finished. Every endeavor will be made to insure your pet is groomed as safely as possible.

Parasites

If you suspect that your pet has fleas or ticks these require prompt action. If we find parasites on your pet and a treatment is required, this will incur an extra cost of £10. Any ticks found will be removed at our discretion and for an additional charge. We reserve the right to cancel or end a grooming appointment should we find parasites on your pet.

Please note that photographs and videos may be taken, these will be used by Cosy Chic Pet Boutique for marketing and promotional purposes. Please let us know if you have any concerns or would like to be exempted from this.

By signing this document you agree that you are happy for Cosy Chic Pet Boutique to hold these details on record for the purpose of contacting you in the event that you may need to be contacted in relation to your pets booked treatment.

As the owner (or with full authority of the owner) I hereby give permission for Cosy Chic Pet Boutique to proceed with the grooming service and any other grooming services in the future.

Customer Name:

Pet's Name:

Mobile Phone:

Conditions/Allergen Info:

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Vet Details:

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Signed by Customer:..... Date.....