



Dog Grooming Policy

Strictly by appointment only

As all dogs are groomed on a one to one basis, I operate by appointment only. At the time of drop-off you will be given a time to collect your dog. Please stick to this time so we do not run over to the next appointment.

Prior to grooming

Prior to using the grooming services of Doggy Deluxe, you will be required to complete and sign a form to confirm all of the information I need to give you and your dog the best possible experience. This includes, but is not limited to, details of your dog's breed and size, type and coat condition, behaviour, health conditions and previous grooming history.

Pricing

The price of your groom will depend on factors such as breed, size, temperament, coat type and condition, length of the coat, how long it has been since their coat has been combed (through to the skin), age, physical disabilities and weight and how well behaved they are during the grooming process (a dog who is used to being groomed and who stands still is going to be a lot easier and quicker to groom than one who jumps around).

A price will be given over the phone based on the information given but please be aware that the final price will be dependent on the accuracy of the information given at the time of booking.

Full disclosure

In order to offer a quality service it is absolutely vital that the information you have provided is accurate. This includes, but is not limited to, your dog being clear of fleas, coat condition, temperament, previous grooming history breed, size, medical conditions. Please note that you are legally required to disclose any past or present aggressive behaviour shown by your dog.

Sanitisation and disinfection

All tools and equipment used are thoroughly disinfected and cleaned between grooms.

Mobile option

Some owners may not be able to visit the salon for whatever reason, so a mobile option is available at a surcharge of £10 per groom + travel at 45p per mile over a 5 mile radius.

Cancellations

You may amend your original booking (up to 48 hours before the original booked date) to a different date (aligned to availability) without incurring further costs.



Less than 48 hours' notice or a 'no show' to the appointment, will result in a one-off charge of the original full groom value. This will need to be paid in full before securing the next appointment.

There may be occasions where additional grooming is required beyond what was initially quoted and couldn't reasonably be identified or foreseen at the time of the booking.

Payments

Cash and accept major credit/debit cards are accepted. Payment will be due on completion of the groom.

Your dog's health and welfare

Please ensure that your dog is up to date with vaccinations and flea treatments at the time of your appointment.

By booking the appointment, you confirm that your dog is fit and healthy to the best of your knowledge.

Grooming of sick and/or elderly dogs is entirely at the owner's risk.

Fleas

Fleas and ticks are a health hazard to pets and humans. If you are aware that your dog has fleas, please ensure your dog has been fully treated and is clear of fleas prior to booking your appointment. If fleas are found on your dog, then I will have to cancel all other grooms for that day and de-flea the salon and all equipment. This will incur a fee of £10.

Ear plucking and anal glands

I recommend that you visit your vet should you need either of these treatments due to the invasive nature and risks of infection.

Groomer Safety

If I think that your dog presents a danger to me or is uncooperative or unmanageable, I may have no alternative but to stop the services mid-groom or refuse to groom your dog altogether. In such circumstances, the owner may be required to pay for the portion of the groom completed.

Grooming accidents

Your dog's safety and wellbeing are my absolute priority but unfortunately, as in all aspects of life, accidents can happen. Please be assured that every precaution will be taken to prevent injury from occurring. However, dogs wriggle and jump around (some more than others) and as I am using sharp scissors and clippers, there is a slight risk of an accident happening. I will inform you if any problems are encountered during your dog's groom.

Matted coats

About mats

A mat is a solid lump of fur which cannot be combed or brushed out and is extremely painful and uncomfortable for your dog. A dog's hair gets matted because it has not been cared for, just as our hair would (can you imagine what state your hair would be if you didn't brush your hair regularly?) If a dog has mats, they pull at the skin constantly, particularly in more sensitive areas where matting usually occurs such as behind the ears, armpits, tails, legs and



between the toes. They can get so tight that they can actually tear the skin. Little nasties such as fleas and mites can also flourish underneath the mats which makes flea management extremely difficult.

It is quite normal for a well-cared dog to have a few small knots and I will work through these as part of the groom. However, if there is more substantial matting, this will incur an extra charge. You cannot clip through mats only underneath them and attempting to brush them out is not only very time consuming but more importantly, it is very painful for your dog. I will attempt to de-matt a coat, only where I feel that the dog will not suffer any pain (the dog's welfare will always come first) and as a rule of thumb, this will be no more than 10 minutes of gentle de-matting work in a single session.

If a dog is presented to me in a severely matted condition, with the dog's welfare in mind, I will shave-down* the whole coat with a close blade which will be discussed and agreed with you. I will never attempt to de-matt an elderly or aggressive dog.

***Shave-down Policy**

When a dog's coat becomes tangled beyond the ability to brush or comb through it, the most humane method is to 'shave down' the matted hair. This may seem severe but is the fastest and least stressful way to groom a matted coat.

Razor burns and nicks/cuts are possible when the matting is so tight and I will try my very best to prevent this but be aware that sometimes it can happen.

A 'shave-down' will leave the hair short and your pet may need extra protection for their skin afterwards. There are certain conditions that may arise after a shave-down which will be discussed with you and you will be required to sign a Matted Dog Release Form.

Communication

Communication is really important so if you have any problem with your groom, please contact me within 24 hours after your appointment so we can resolve.