

ELA-GANT DOG GROOMERS

Each client is required to read and sign the stated terms & conditions before their first appointment (Attached on the registration form for ease).

Terms & Conditions

- I (the client) consent to Ela-gant dog groomers to complete grooms on my dog.
- I (the client) confirm my pet is healthy and fit to be groomed, and I will disclose any known health conditions or behavioural issues to the groomer prior to the appointment.
- I (the client) agree that Ela-gant Dog Groomers will not be held liable for any irritation, abrasion, patchiness, or hair loss due to any pre-existing skin conditions, known or unknown to the client, provided all due care and attention has been taken. I (the client) am advised to seek veterinary advice if I have concerns about my dog's skin.
- I (the client) give permission for my pet to be muzzled if needed, or at the discretion of the provider, treatment to be stopped. I also agree to pay for any work completed up to this point.
- If my pet becomes ill or injured, I authorise for them to be taken to my veterinarian (or one that is available) if needed in Ela-gant dog groomers' best judgement, at my (the client) expense.
- Grooming will be provided at the rate agreed and I (The client) will make these payments in full to the provider by cash, card payment or bank transfer.
- It is my (the client's) responsibility to ensure my pet is up to date with flea and worming treatment and has received all necessary vaccinations. Should fleas be discovered during the grooming process, I agree to pay an additional £20 to cover the associated costs of extra cleaning and flea treatment. I understand that the groomer will notify me of any flea discovery.
- I (the client) give permission for pictures of my pet to be taken and used on the provider's social media. I understand that I can revoke this permission in writing at any time.
- I (the client) agree to pay a deposit if asked to secure my future appointment.
- I (the client) agree to notify Ela-gant Groomers at least **48 hours before** my scheduled appointment if I am unable to attend. Notification must be made by phone call, text message, or email. Ela-gant groomers will confirm receipt of your cancellation notification. If I cancel with less than 48 hours, I agree to pay 50% of the missed appointment fee and 100% if less than 12 hours. If I fail to provide any notice of cancellation, I agree to pay 100% of the missed appointment fee. I also agree to pay the required amount before booking my next appointment.
- I (the client) agree to drop off and collect my dog at the times agreed. I (The client) agree that if I am more than 15 minutes late to collect my dog, I agree to a charge of £2.50 per 15 mins late collection of my dog. If you anticipate being late, please notify Ela-gant Groomers as soon as possible.
- I (the client) agree to try to toilet my dog before dropping off. Ela-gant dog groomers understand accidents happen, but if every visit consists of multiple toileting it puts a strain on the groomer's day and reduces time spent on grooming your dog.

Matting Policy

If Ela-gant Dog Groomers determines that my dog's coat is severely matted or felted due to inadequate maintenance, such as lack of regular brushing or infrequent grooming, and that shaving the coat is necessary to comply with the Animal Welfare Act 2006, I (the client) authorize them to do so. I (the client) understand and agree that Ela-gant Dog Groomers will not be held responsible for any irritation, clipper rash, or other skin issues that may occur as a result of the mat removal process. I (the client) also agree to pay a matting fee of £10 per extra 15mins to compensate for the additional time and effort required for this procedure. I understand that in some extreme cases, veterinary intervention may be required prior to grooming.

Emmi-pet Teeth Cleaning Policy

Thank you for choosing our Emmi-pet teeth cleaning service, our teeth cleaning service is just that, a teeth cleaning service. It is suitable for dogs with mild to moderate tartar build up, it can help heal gum disease, freshen breath and reduce tartar. The operator is not a veterinarian, and teeth cleaning is not a substitute for veterinary treatment when a dog requires veterinary dental work beyond cleaning.

Owners should be aware that:

Removal of even Mild tartar can reveal conditions that could not be seen prior to treatment that may need veterinary attention.

Whilst this method of dental cleaning is highly effective in removing mild tartar, improving gums, mouth health and breath, Ela-gant Dog Groomers cannot guarantee the treatments' effectiveness or suitability for individual dogs due to varying factors such as dogs health, age, diet etc.

Ultrasonic treatment is not a veterinary procedure and Ela-gant dog groomers cannot diagnose any problems with your dogs' mouth.

If we feel any teeth are loose or at risk of becoming loose when the tartar comes off we may request you get your pets' teeth checked at your veterinarian before treatment. It is possible that the tartar build up will be too great and then a veterinary dental may be necessary initially and then follow up ultrasonic maintenance visits with us.

Ela-gant Dog Groomers cannot be held responsible for any problems occurring from pre-existing poor dentition, including but not limited to dental disease, loose teeth, or gum recession, before, during, or after any ultrasonic treatments, provided that the treatments are performed with reasonable care and skill. I (the client) understand that it is my responsibility to seek veterinary dental care for any concerns regarding my dog's oral health.